Department of the Secretary of State of Canada
Secrétariat d'État du Canada

Directory of federal services: disabled persons

1990

Canada

92-01821/

Directory
of federal services:
disabled persons

1990

Multiculturalisme et Citoyenneté Canada
Multiculturalism and Citizenship Canada

Status of Disabled Persons Secretariat

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Version française également offerte.

This directory is also available on audio cassette. Please contact:

The Status of Disabled Persons Secretariat
Department of the Secretary of State
Ottawa/Hull
K1A 0M5

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Stat. Dis.
Pers.
1990 (1)

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Cat. No. S2-204/1990E

ISBN 0-662-18046-1

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This directory of federal services is designed as a tool for individuals seeking information or assistance with respect to federal government programs, services and policies having an impact upon persons with disabilities.

The directory is easy to use. The first part describes the various federal programs, services and policies grouped in alphabetical order, within 13 major categories. The second part of the directory is a listing of departmental offices and telephone numbers across the country from which information and assistance are available. Finally, for easy access, there is an index by subject and an index of the federal organizations included in the directory.

We have tried to use the most widely accepted terminology in the descriptions. It should be noted, however, that the titles of certain programs, organizations and government statutes could not be changed to reflect current usage.

In the compilation of material for this directory, the expressions "persons with disabilities" or "disabled persons" have been used to encompass people with physical, sensory, psychological or intellectual impairments; people with learning disabilities and people with a dependance on drugs or alcohol.

The Status of Disabled Persons Secretariat wishes to express its appreciation for the co-operation and assistance provided by the departments and agencies consulted in the preparation of the directory.

Status of Disabled Persons Secretariat

Accessibility Guide

Description: This cerlox-bound publication indicates the degree of accessibility of buildings and services in the National Capital Region. It includes information on apartment buildings, shopping areas, restaurants, hospitals, arenas and hotels. Some areas outside Ottawa/Hull that are covered by the book are Carp, Stittsville, Cumberland, Rockland, Aylmer and the Gatineau Valley.

Publication: *Accessibility Guide / National Capital Region*

For More Information:
Canada's Capital Information Centre
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1
(613) 239-5000

Responsible Organization: National Capital Commission

Barrier-Free Design

Description: Since the late 1970s, Public Works Canada (PWC) has been actively involved in making government buildings accessible to persons with disabilities, both employees and members of the public who use government services. PWC's Accessibility Office provides support in the barrier-free design of federal buildings, that is, architectural design that takes into account accessibility by visitors and employees both non-disabled and those with a mobility impairment. The Department is responsible for developing design standards and guidelines as well as for providing advice on barrier-free design and related services to other federal departments and agencies. The Accessibility Office also chairs the Interdepartmental Technical Committee on Accessibility (ITCA) which provides a forum for persons with knowledge of technical matters regarding accessibility for persons with disabilities to consult with each other, with groups of persons with disabilities and with PWC, as well as to advise on barrier-free design standards, improvements, interpretations and applications of standards.

Publications: The following publications are available free from:

Documentation Centre
Architectural and Engineering Services
Public Works Canada
Ottawa, Ontario
K1A 0M2
(613) 736-2146

Barrier-Free Design: Access and use of buildings by physically disabled people (1985)
Wayfinding in public buildings: A design guideline (July 1987) AES/SAE 1-4:87-2
Acoustic requirements of meeting rooms (Feb 1988) AES/SAG 1-4:86-14
Life safety for people with disabilities: A state-of-the-art summary with an emphasis on codes and standards (Jan 1988) AES/SAG 1-4:88-1
Barrier-free design: cost guidelines (Oct 1988) AES/SAG 1-4:88-6
Life safety for people with disabilities: Literature review (Jan 1988) AES/SAG 1-4:88-8
Orientation and wayfinding in public buildings: An overview (Oct 1988) AES/SAG 1-4:88-17

For More Information:
Christina D. Zwierzchowski
A/Senior Architect
Accessibility Office
Interdepartmental and Industry Programs
Public Works Canada
Sir Charles Tupper Building
Riverside Drive
Ottawa, Ontario
K1A 0M2
(613) 736-2154

Or:

Public Works regional offices, *see* Address Section

Responsible Department: Public Works Canada

Canadian Missions Abroad

Description: The Department of External Affairs and International Trade seeks to provide barrier-free access for both employees and clients in the construction or major renovation of all buildings intended to house the chanceries of Canadian missions abroad. Completed projects include Belgrade, Bridgetown, Kinshasa, Canada House and McDonald House in London, Mexico, Paris, Riyadh, Tokyo and Washington, where the showpiece embassy opened in 1989. Major projects to provide access which are now in the planning, design or construction stage include Algiers, Beijing, Dar-es-Salaam, New Delhi, Moscow and Tokyo.

Although the Department endeavours to acquire accessible or easily retrofitted properties when purchasing or leasing accommodation, comprehensive access is limited to locations where barrier-free access is legislated, primarily in the United States, Western Europe and Australia.

When an employee (or a family member) with a disability is posted to a country or region where accessible buildings are rare or non-existent, the Department will, to the greatest extent possible, arrange for provision of an accessible workplace, special aids and housing.

For More Information:
George Skok
Policy and Advisory Services Division
External Affairs Canada
Lester B. Pearson Building
125 Sussex Drive
Ottawa, Ontario
K1A 0G2
(613) 952-8723

Responsible Department: External Affairs Canada

Canadian Museum of Civilization

Description: The museum facilities are designed for comfortable use by persons with disabilities. Bilingual volunteers and staff from Visitor Services can answer questions and advise on daily museum activities. They can also help if you need to rent a wheelchair or stroller.

Publication: Visitors brochure (available in braille)

For More Information:
Canadian Museum of Civilization
100 Laurier Street
P.O. Box 3100
Station B
Hull, Quebec
J8X 4H2
(819) 994-0840

Responsible Organization: Canadian Museum of Civilization

Canadian Museum of Contemporary Photography

Description: The CMCP collects, exhibits and publishes contemporary Canadian photography. Over one hundred travelling exhibitions and audio-visual programs are shown annually, both across Canada and abroad.

In 1991, the first Canadian museum dedicated to photography will open its doors in the capital. The new facility, located in the Old Grand Trunk Railroad tunnel west of the Chateau Laurier and beside the Rideau Canal locks, will provide exhibition space, a resource centre and a 50-seat theatre. The CMCP, the former Still Photography Division of the National Film Board of Canada, was founded and affiliated with the National Gallery of Canada in 1985.

For More Information:
Canadian Museum of Contemporary Photography
P.O. Box 465
Station A
Ottawa, Ontario
K1N 9N6
(613) 990-8257

Responsible Organization: National Gallery of Canada

Canadian War Museum

Description: All but the D-Day exhibits are accessible to visitors who use wheelchairs. Entrance to the museum is provided through a side door for wheelchair users. Washroom facilities are also accessible.

For More Information:
Canadian War Museum
330 Sussex Drive
Ottawa, Ontario
K1A 0M8
(613) 992-2774

Responsible Organization: Canadian War Museum

Health Facilities Design

Description: The Health Facilities Design Division reviews and develops guidelines and standards for health facilities. There has been a considerable increase in consulting services for barrier-free design, improving accessibility for persons with disabilities.

For More Information:
Health Facilities Design Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4
(613) 954-8652

Responsible Department: Health and Welfare Canada

Museum Assistance Program

Description: Financial and technical assistance is available under this program for upgrading museum facilities and equipment to meet the needs of persons with disabilities. Federal, provincial and other non-profit museums and galleries that are open year round qualify for this program. Various deadlines are in effect. There are Museum Consultants in the following regions:

* British Columbia and Yukon
* Alberta, Saskatchewan, Manitoba and the Northwest Territories
* Ontario
* Quebec
* Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland

For More Information:
Please contact the Consultant in your area or write to the following address:

Museum Assistance Program
Department of Communications
300 Slater Street, 5th Floor
Ottawa, Ontario
K1A 0C8
(613) 996-8504

Responsible Department: Department of Communications

National Aviation Museum

Description: Visitors using wheelchairs have access to all museum facilities. Special visits for hearing- or visually-impaired people may be organized in advance.

For More Information:
National Aviation Museum
Rockcliffe Airport
P.O. Box 9724
Ottawa Terminal
Ottawa, Ontario
K1A 5A3
(613) 993-4264
Toll-free: 1-800-267-0450 (TDD)

Responsible Organization: National Aviation Museum

National Building Code

Description: The Council's Institute for Research in Construction (IRC) is currently engaged in the production of the National Building Code which contains several provisions of relevance to consumers. Some incorporated changes result from IRC research. The next edition is scheduled for 1990.

For More Information:
Institute for Research in Construction
National Research Council Canada
Building M-20
Montreal Road
Ottawa, Ontario
K1A 0R6
(613) 993-0247

Responsible Organization: National Research Council Canada

National Gallery of Canada

Description: People who use wheelchairs may easily enter and exit the museum building, the auditorium and work areas. Extended washroom cubicles are on the second floor and lowered telephone booths and drinking fountains are also found in the building. Wheelchairs are available in the museum and all floors are accessible by elevator.

Audio cassettes ("acoustiguides") are produced for special exhibitions such as those for Degas, Karsh and Emily Carr, and a braille floor plan is available from the information desk.

Publications: *Calendar of Events* and *Friends of the Gallery Program*, available from:

Friends of the National Gallery of Canada
P.O. Box 333
Station A
Ottawa, Ontario
K1N 8V3

For More Information:
National Gallery of Canada
380 Sussex Drive
P.O. Box 472
Station A
Ottawa, Ontario
K1N 9N4
(613) 990-1985 and 990-0576

Responsible Organization: National Gallery of Canada

National Museum of Natural Sciences

Description: The museum entrance, auditorium and work areas are accessible to visitors using wheelchairs, via ramps and elevators. Extended washroom cubicles as well as lowered telephone booths and drinking fountains can also be found in the building.

For More Information:
National Museum of Natural Sciences
P.O. Box 3443
Station D
Ottawa, Ontario
K1P 6P4
(613) 996-3102
(613) 593-6992 (TDD)

Responsible Organization: National Museum of Natural Sciences

National Museum of Science and Technology

Description: The entrance to the building, the auditorium and most work areas are accessible to visitors who use wheelchairs. There are also extended washroom cubicles and lowered telephone booths. Tours for people with special needs can be pre-arranged.

Publication: Visitors brochure

For More Information:
National Museum of Science and Technology
1867 St. Laurent Boulevard
P.O. Box 9724
Ottawa Terminal
Ottawa, Ontario
K1A 5A3
(613) 991-3044

Responsible Organization: National Museum of Science and Technology

National Parks, Historic Sites and Heritage Canals

Description: Parks Canada is making the facilities and programs in historic sites and parks accessible to all Canadians to enable visitors to enjoy these heritage resources in the most independent manner possible. Since each park's services vary, visitors should contact the individual park for specific information. A brochure is available outlining the services for special needs at each location.

Most national parks have accessible entrances to their visitor centres and washrooms. Most also have parking designated for people with mobility impairments. Plans for increased mobility call for the construction or retrofitting of board walks, arrangement of exhibits at wheelchair level and photo-tours of such inaccessible areas as the second storey of Bethune Memorial House. For people with hearing impairments, Parks Canada is captioning an audio-visual presentation in each of its regions. Also planned are printed versions of audio-visual productions, more loop audio systems, such as the one at Alexander Graham Bell National Historic Park, and the services of sign language interpreters for special events.

Large-print and braille brochures are available at Lower Fort Gary National Historic Park and at Bethune Memorial House. These will be available at other parks in the future. At Kejimkujik National Park, visitors can go on a taped tour. Also for use by people with visual impairments is a tactile interpretation map that was designed as a pilot project. In the future, all exhibits will take into consideration special lighting, colour contrast and print size.

For More Information:
Special Visitor Needs Officer
Parks Canada
Environment Canada
Terrasse de la Chaudière
Ottawa, Ontario
K1A 0H3
(819) 994-2847
(819) 994-0736 (TDD)

Responsible Department: Environment Canada

Special Events in the National Capital Region

Description: Elderly people and persons with disabilities are encouraged to participate in such special events sponsored by the National Capital Commission as Winterlude and the Canada Day festivities. A group within the Commission studies the planned sites for these events to ensure the installation of ramps, accessible toilets or whatever is needed to allow persons with disabilities to participate. The group, Adapted Services: Population With Special Needs, consults persons with disabilities and the elderly in its planning of special events.

Publication: *Winterlude: For Visitors With Special Needs*, a brochure outlining present services, free from:

Visitor Centre
National Capital Commission
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1

For More Information:
Adapted Services: Population With Special Needs
National Capital Special Events
National Capital Commission
161 Laurier Avenue West, 7th Floor
Ottawa, Ontario
K1P 6J6
(613) 239-5035

Or:

Visitor Centre
(613) 239-5000

Responsible Organization: National Capital Commission

Voting Premises

Description: Elections Canada provides level access to voting premises wherever possible. A policy adopted by the Chief Electoral Officer in March 1988 requires that *all* offices of returning officers, *all* advance polling stations, *all* central polling places and, as far as physically possible, all revisal offices and all single polling stations, be located in premises with level access. To find out what access is available, call the local Elections Canada office, during the election period, at the number indicated on the Notice of Enumeration.

For More Information:
Director of Operations
Elections Canada
440 Coventry Road
Ottawa, Ontario
K1A 0M6
(613) 993-2975
Toll-free: 1-800-267-8683

Responsible Organization: Elections Canada

Voting Template

Description: The voting template is a cardboard folder into which the ballot is placed so that the circles in the ballot are lined up with punched-out holes on the template. Voters who are visually-impaired do not have to take the oath of an incapacitated elector when they use this device. An elector may, of course, opt instead to vote with the assistance of a friend or a poll official.

For More Information:
Co-ordination and Planning
Elections Canada
440 Coventry Road
Ottawa, Ontario
K1A 0M6
(613) 993-2975
Toll-free: 1-800-267-VOTE (8683)

Responsible Organization: Elections Canada

Banknote Reader

Description: A pocket-size banknote reader has been developed by the Bank of Canada in consultation with organizations representing people who are visually-impaired. It is designed to work with the new two- and five-dollar notes that were issued in 1986 and with the new ten- and fifty-dollar notes issued in 1989. When one of these is inserted into the reader, a synthesized voice reads out the denomination in the official language selected by the user. Beginning early in 1990, the reader will be distributed by the CNIB, without cost, to persons who are blind who order it. It is being manufactured in Ottawa by BRYTECH.

For More Information: The Canadian National Institute for the Blind, the Canadian Council of the Blind

Or:

Don Adolph
Bank of Canada
234 Wellington Street
Ottawa, Ontario
K1A 0G9
(613) 782-8870

Responsible Organization: Bank of Canada

Federal Co-operative Housing Program

Description: Financial support is available to co-operatives to provide modest housing for their members. Co-operatives selected under the program may finance up to 100 percent of project capital costs through a CMHC-insured index-linked mortgage from a private lender. Assistance is also available to reduce monthly charges to the market rent level, where operating costs would normally require them to be higher. New groups forming a co-operative can apply for Proposal Development Funding to finance the expense of developing a project proposal. The funding takes the form of an interest-free loan repayable from the mortgage financing if the housing project proceeds. For application deadlines, more information on this program or the Rent Supplement Program, or to get in touch with non-profit resource groups that can assist in developing a housing project, contact local CMHC offices (*see* Address Section) or the National Office listed below.

Publications: Brochures on the Federal Co-operative Housing and Rent Supplement programs (free)
Housing Disabled Persons ($3.00)

For More Information:
James Burr
Social Housing Group
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7
(613) 748-2698

Responsible Organization: Canada Mortgage and Housing Corporation

Mobility Units (Federal Co-operative Housing Program)

Description: Mobility units are dwellings that provide a minimum level of accessibility for persons with disabilities. The Canada Mortgage and Housing Corporation requires federal co-operative housing projects to include these, or custom-designed units, in a minimum proportion of five percent of the total number of units per dwelling. Depending on their income, prospective occupants of these units may be eligible for rent supplement assistance that reduces their shelter costs to as low as 25 percent of their income. Brochures are available from regional Canada Mortgage and Housing Corporation offices (see Address Section) or from the contact listed in this entry.

Publications: Brochures on the Federal Co-operative Housing and Rent Supplement programs (free)
Housing Disabled Persons ($3.00)

For More Information:
Contact regional and local offices of CMHC throughout Canada

Or:

James Burr
Chief, Improvements
Social Housing Group
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7
(613) 748-2698

Responsible Organization: Canada Mortgage and Housing Corporation

Mobility Units (Non-Profit and Urban Native Housing Programs)

Description: The Non-Profit and Urban Native Housing Programs provide affordable housing to persons in need. At least five percent of the units produced under these programs must be "mobility" units providing minimum accessibility to people with functional limitations. Project sponsors are also financially encouraged to provide additional design features for special adaptations; the cost of these, up to 12 percent of the maximum unit price, are eligible capital costs. If a unit is modified further after occupancy, the cost is absorbed into the project's operating budget. Occupants' rents are geared to their income and are not affected by the adaptations.

The Non-Profit and Urban Native Housing Programs also provide permanent residential projects which have on-site facilities and/or care services for persons with mobility impairments or intellectual impairments. The non-shelter or care portion of the project must be funded from other sources. The Canada Mortgage and Housing Corporation administers the Urban Native Housing Program in the Northwest Territories, Yukon, British Columbia, Alberta, Ontario, New Brunswick, Nova Scotia and Prince Edward Island. In Saskatchewan, Manitoba, Quebec and Newfoundland, the Urban Native Housing Program is delivered by the provinces. The Non-Profit Program is delivered and administered by the provincial housing agencies in all provinces except the Northwest Territories and Prince Edward Island, where CMHC has the lead role. A publication is available from regional Canada Mortgage and Housing Corporation offices (*see* Address Section), local CMHC offices throughout Canada, provincial housing agency offices or from the contact listed in this entry.

Publication: *Housing Disabled Persons* ($3.00)

For More Information:
Denise Van Herk
Social Housing Group
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7
(613) 748-2387

Responsible Organization: Canada Mortgage and Housing Corporation

New Horizons Program

Description: Under the New Horizons Program, contributions are available to assist groups of older, retired persons who wish to pursue activities which are of benefit to themselves and to their community. Projects must be initiated, organized and developed by a group consisting of a minimum of ten persons, 70 percent of whom are at least 60 years of age and permanently retired from the labour force. These ten persons must also be willing to act as directors of the project.

Projects must be non-profit in nature with no financial gain for any participant. Project activities funded fall within the following broad categories: historical, service-oriented, media/information, performing arts and entertainment, organizational, research, sports and fitness, educational, social interaction, arts and crafts.

Publication: New Horizons Information Kit (free)

For More Information:
New Horizons Program
Social Service Programs Branch
National Office
Brooke Claxton Building, 7th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 957-2880

Responsible Department: Health and Welfare Canada

Residential Rehabilitation Assistance Program for Disabled People

Description: This program provides financial aid to home owners and landlords to improve the accessibility of their property and to adapt the dwelling to the needs of the person with a disability who is occupying or who will be occupying the unit. The funds can be used to help cover the cost of material and labour for such items as ramps and kitchen and bathroom modifications. The program offers a maximum forgivable loan of $5000 to home owners with adjusted incomes up to $23 000, and applies to non-profit and co-operative housing projects as well. Information is available from the contact listed or from regional Canada Mortgage and Housing Corporation authorities in Saskatchewan, Quebec, Newfoundland and New Brunswick (*see* Address Section).

Publications: NHA 5895, *A Modification Checklist* (free)
Housing Disabled Persons ($3.00)
NHA 5897, *Specific Disabilities and Home Modifications for Independent Living* (free)
NHA 5901, *The Residential Rehabilitation Assistance Program (RRAP) for the Disabled* (free)

For More Information:
Canada Mortgage and Housing Corporation
National Office
682 Montreal Road
Ottawa, Ontario
K1A 0P7
(613) 748-2681

Responsible Organization: Canada Mortgage and Housing Corporation

Sources of Government of Canada Support to Voluntary Organizations

Description: The Voluntary Action Directorate produces a guide to sources of government funding for voluntary groups. The Directorate also publishes a number of other booklets giving advice to non-profit organizations. All are available upon request, free of charge.

For More Information:
Voluntary Action Directorate
Department of Multiculturalism and Citizenship
Ottawa, Ontario
K1A 0M5
(819) 994-4219

Responsible Department: Department of Multiculturalism and Citizenship

Veterans Independence Program (VIP)

Description: VIP is available to:

a) war disability pensioners or civilian disability pensioners whose long-term health needs are related to their pensioned conditions;

b) veterans 65 years of age and older who receive the War Veterans Allowance (WVA);

c) veterans who would be receiving WVA if they or their spouses were not receiving payments under Old Age Security (OAS) legislation;

d) Canada Service Veterans – eligibility for Canada Service Veterans is based on:

i) a service requirement of at least 365 days during the First or Second World War in Canada or in Newfoundland, as full-time active members of the Canadian Armed Forces or of forces recruited in Newfoundland;

ii) an age requirement of 65 years of age or over; and

iii) a low income (generally, a veteran receiving the Guaranteed Income Supplement would meet the income requirement).

Publication: *Veterans Independence Program* (free)

For More Information:
Veterans Affairs Regional Offices
Department of Veterans Affairs
(*see* Address Section)

Responsible Department: Veterans Affairs Canada

Canada Student Loans Program

Description: Full- and part-time post-secondary students may apply for financial assistance through the Canada Student Loans Program. Under the program, the maximum assistance available to full-time students is $105 per week during the period of study. Part-time students may receive a loan of up to $2500. Within these limits, but in addition to the regular loan, applicants with a disability may receive assistance for exceptional expenses incurred during the period of study. Students who have a temporary disability or who are unemployed may apply for interest relief for up to 18 months. Those who would find it difficult to repay a Canada Student Loan because of permanent disability may apply to have their loans forgiven. This program is funded by the federal government and administered in conjunction with the provincial governments (except for Quebec, which has its own program of student assistance).

Publications: *Canada Student Loans Program for Full-time Students*
Canada Student Loans Program for Part-time Students
Canada Student Loans Program Interest Relief Plan
Repaying Your Canada Student Loan

For More Information:
Canada Student Loans Program
Student Assistance Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5
(819) 994-1844

Responsible Department: Department of the Secretary of State

Special Education for Disabled Indian Children

Description: Funding for the educátion of Indian students with a disability ordinarily resident on reserves is provided by Indian Affairs within the elementary/secondary education program. Students who may be designated in a high-cost special-education category in the province in which they reside, are eligible for assessment, tuition, transportation and other services at the expense of Indian Affairs.

For More Information:
Manager, Program Operations
Education Branch
Indian Affairs and Northern Development Canada
Ottawa, Ontario
K1A 0H4
(819) 997-8389

Responsible Department: Indian Affairs and Northern Development

Canada Assistance Plan – Work Activity Projects

Description: The federal government, through the Canada Assistance Plan, shares in the cost to the provinces/territories and municipalities of work activity projects approved under Part III of the Plan. Work activity projects use a combination of work exposure and work experience situations, counselling, life skills, and other welfare services and project components to resolve the problems of the participant. The objective is to prepare participants for employment or entry into technical or vocational training programs or sheltered employment. Work activity projects are administered through each province's social services offices.

Publication: *Basic Facts on Social Security Programs* (free)
Publications are available from:

Communications Directorate
Health and Welfare Canada
Brooke Claxton Building, Room 1442
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

For More Information:
Cost-Shared Programs Directorate
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 957-4405

Responsible Department: Health and Welfare Canada

Consultation Directorate

Description: The Consultation Directorate, a part of the Employment Equity Branch of Employment and Immigration Canada, is responsible for departmental liaison with designated groups on all issues related to employment equity. These designated groups include associations representing the concerns of women, visible minorities, native peoples and persons with disabilities. In addition, the directorate consults with employers and their associations, other federal government departments, provincial governments and the labour market in order to determine issues and concerns in the area of employment equity.

In collaboration with regional advisors from both the designated groups and from employment equity, senior counsellors of the directorate maintain an inventory identifying both EIC services and any gaps in programs created in response to labour force needs and the designated groups. The directorate provides the advisors with practical information and guidance concerning both employment equity programs and the issues and initiatives of particular interest to the designated groups, as well as about related issues.

Publication: *About Disabled Persons* (free)

For More Information:
Senior Counsellor
Disabled Persons
Consultation Directorate
Employment Equity Branch
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-7592

Responsible Department: Employment and Immigration Canada

Grants to Voluntary Organizations Program

Description: Grants are available to voluntary organizations engaged in activities that will improve the employment prospects of special groups of Canadians, including persons with disabilities. Generally in the $1000 to $10 000 range, these grants cover the costs of such activities as conferences, workshops and the production of pamphlets. Qualifying voluntary organizations are those whose services complement the employment-related objectives of Employment and Immigration Canada.

Publication: *Grants to Voluntary Organizations* (free) is available from regional offices of Employment and Immigration Canada (*see* Address Section) or from the contact in this entry.

For More Information:
Grants to Voluntary Organizations Program
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 997-6490

Responsible Department: Employment and Immigration Canada

Home-bound Employment Program

Description: The employment of persons with disabilities working at home has been operating successfully as a program in the DSS Science Programs Branch since 1977. The purpose of the program when it was first initiated was to contract out those jobs which could be done outside the office in a home environment as well as to make a meaningful contribution to the community. Within the past year, the program has been expanded to include desktop publishing, spread-sheet displays, data base cleanups, file creation and training.

Recruitment – contractors are recruited in a variety of fashions: independently by submitting a letter of interest and an updated résumé, on a name referral from the Ontario Ministry of Community and Social Services or from the Public Service Commission.

Work assignments – when work is identified as suitable for assignment to personnel with disabilities working at home, detailed instructions are written out to provide complete comprehension of what is involved. The full package, including easily understandable instructions, is then sent to the contractor, although with more complex assignments someone will go to the contractor's home (or in some cases, the contractor will come to the work site).

Rates of pay – work packages are assessed for complexity and assigned a comparable classification. An hourly rate is established according to the rate of pay for that particular classification. Where more than one person with a disability can undertake the work and a competitive situation occurs, proposals are assessed, and the work is assigned to the most successful bidder. Upon completion of the work, an invoice is sent in for payment. A cheque is then mailed to the disabled worker's home.

Delivery – work packages are usually delivered once a week and picked up the following week, although the frequency may be increased to accommodate rush assignments.

For More Information:
Home-Bound Employment Program
Systems Management Group
Science and Professional Services Directorate
Supply and Services Canada
Place du Portage, Phase III, 10 C 1
11 Laurier Street
Ottawa, Ontario
K1A 0S5

Responsible Department: Supply and Services Canada

Innovations Program

Description: This program aims to stimulate and support new solutions to labour market problems. Within this context, projects targeted for persons with disabilities may be funded under the program. Businesses, organizations, educational and training bodies, provincial/territorial institutions, municipalities, individuals and Crown corporations are eligible.

Publication: A brochure on this program is available free of charge at local Canada Employment Centres or from the contact listed in this entry.

For More Information:
Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-1839

Responsible Department: Employment and Immigration Canada

Job Accommodation Network

Description: The Job Accommodation Network (JAN) is a telephone consulting service with a data bank containing thousands of examples of employers who have accommodated workers with disabilities. By calling the service, Canadian employers, organizations, and persons who have a disability can get information and advice from a trained consultant, as well as the name of an employer who has accommodated a similar limitation. The person calling JAN describes the nature of an employee's limitation and the functional requirements of the work. Using the data bank, JAN's consultant will be able to refer to examples of similar situations which have been successfully accommodated.

The service is available to all Canadians, free of charge.

Publication: *The Job Accommodation Network in Canada: Accommodating Disabled Persons on the Job*

For More Information:
Consultation Directorate
Employment Equity Branch
Employment and Immigration Canada
140 Promenade du Portage
Phase IV, 5th Floor
Ottawa, Ontario
K1A 0J9
(819) 953-7552
Toll-free: 1-800-526-2262 (1-800-JAN-CANA)

Responsible Department: Employment and Immigration Canada

Job Development Program

Description: This program assists individuals who either have been unable to obtain work over a long period of time or have problems that employers consider to be barriers to employment. The program provides the opportunity for a combination of skill training and work experience leading to the occupational skills required to secure steady employment. Employers are reimbursed for wage subsidy and training costs. Individuals who have been unemployed for 24 out of 30 preceding weeks and employers providing training or work experience qualify.

Publications: *Job Development Program Guide to Sponsors* (free)
Job Development Program Overview (free)

Both are available from local Canada Employment Centres or from the contact listed in this entry.

For More Information:
Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-1316

Responsible Department: Employment and Immigration Canada

Job Entry Program

Description: Job Entry is one of six programs under the Canadian Jobs Strategy. This program assists young people, women and individuals with significant employment barriers, who are having difficulty making the transition to, or participating in, the labour market by providing them with training and work experience. Participants will receive unemployment insurance benefits if eligible or, if not, participant allowances. Participants may also be eligible for supplementary allowances for living away from home and/or dependant care.

Entry Option – youth (usually under 25) who have not made the transition from school to work;

Re-Entry Option – women who are having difficulty making a successful transition into the labour market;

Severely Employment-Disadvantaged Option – individuals who face significant barriers in securing and maintaining employment. Some approved projects are designed specifically for persons with disabilities.

Under the Canadian Job Strategy programs, up to $10 000 per person with a disability may be made available to employers to help defray costs of participation. Information is available from Canada Employment Centres or from the contact listed in this entry.

Publications: *Entry/Re-entry Program Overview* (free)
The Hot 100: What the Feds are Doing for Youth (free)

For More Information:
Local Canada Employment Centres

Or:

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-1316

Responsible Department: Employment and Immigration Canada

Labour Force Development Strategy

Description: The Labour Force Development Strategy builds on the Canadian Jobs Strategy in an effort to decrease the level of unemployment across Canada. Because of the high unemployment rate among persons with disabilities, many are expected to benefit from these initiatives.

Training – to qualify for further training, workers may have to complete secondary school equivalency courses. In addition to giving support to programs to retrain these workers and upgrade their skills, the government will provide unemployment benefits. The government is also considering extending coverage of the training period beyond the current two-year maximum.

Re-employment – the federal government will continue to help firms that hire and re-train workers laid off because of technological and market charges. The government will also undertake experimental projects to test the effectiveness of different approaches to helping displaced workers in their search for re-employment.

For More Information:
Local Canada Employment Centres

Or:

Employment Group
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-1801

Responsible Department: Employment and Immigration Canada

On the Job Training in the Public Service

Description: The Access Program for Disabled Persons provides opportunities for inexperienced persons with disabilities to be appointed to positions in federal departments and agencies, and to be provided with up to twelve months of on-the-job training. The program provides person-year, salary and non-salary resource incentives to federal departments to encourage the recruitment and promotion of persons with disabilities.

Publication: *Employment Equity for Persons With Disabilities* (free brochure, also available in braille and audio cassette formats)

For More Information:
See Address Section

Responsible Organization: Public Service Commission

Outreach Program

Description: This program helps improve the employment prospects of special groups, including persons with disabilities, that have difficulty in obtaining employment through the regular services of Canada Employment Centres. The program contributes financially to projects set up by non-profit community organizations to provide employment-related services to these groups. In many cases, these agencies already offer employment-related services, but Outreach enables them to extend their scope. Services are offered to clients until help is no longer required or until the clients can benefit from regular Canada Employment Centre services. Outreach contributions cover a project's payroll and operating costs.

Publication: The brochure entitled *Outreach* is available from:

Director of Specialized Services
Employment and !mmigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-7391

For More Information:
Local Canada Employment Centres

Or:

Regional Outreach Co-ordinators
(*see* Address Section)

Information is also available from:

Outreach Program
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-7391

Responsible Department: Employment and Immigration Canada

Recruitment into the Federal Public Service

Description: The Public Service Commission is responsible for most of the external recruitment of persons for officer level jobs in departments and agencies. In each of the Commission's regional and district offices, Co-ordinators of Services for Disabled Persons ensure that applicants with disabilities are considered for jobs on the basis of their qualifications and abilities. Co-ordinators can discuss employment needs as they relate to your disability, arrange for special test accommodations or selection techniques if required, and provide advice about technical aids and special services. Interested applicants may contact Co-ordinators of Services to Disabled Persons at regional and district offices of the Public Service Commission.

The Public Service Commission undertakes an annual campaign in the early fall of each year to recruit graduates from post-secondary institutions. More information about Public Service employment opportunities for graduates is available from Public Service Commission offices or the student placement office at most post-secondary institutions.

Canada Employment Centres are responsible for recruitment to administrative support positions in departments (for example, clerks, secretaries, word processing operators, etc.) except in the National Capital Region. As well, Canada Employment Centres recruit for operational positions (for example, equipment operators, ships' crews, mechanics, etc.). Contact your local Canada Employment Centre for further information.

Publications: *Employment Equity for Persons With Disabilities* (free brochure, also available in braille and audio cassette formats)
Shaping Your Future (free booklet, also available in braille, large print and audio cassette formats)

For More Information:
See Address Section

Responsible Organization: Public Service Commission

Skill Investment Program

Description: The Skill Investment Program helps older workers plan for a new future by updating their skills or assisting them to acquire new skills.

For More Information:
Local Canada Employment Centres

Or:

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-1316

Responsible Department: Employment and Immigration Canada

Skill Shortages Program

Description: This program provides training in occupations where there is a current or potential skill shortage, so that workers may remain in competitive employment and employers may meet the demand for certain skills. Wage and training subsidies are available for employers. While this program does not have a specific component for individuals with a disability, all individuals fitting the criteria are eligible for training. Currently employed or self-employed individuals, persons seeking employment in occupations with shortages of skilled workers and employers providing training and work experience, all qualify.

Publication: *Skill Shortages Program* (free)

For More Information:
Canada Employment Centres

Or:

Public Affairs
Employment and Immigration Canada
Ottawa, Ontario
K1A 0J9
(819) 953-1316

Responsible Department: Employment and Immigration Canada

Technical Aid Loan Bank for Disabled Persons

Description: The Public Service Commission's Technical Aid Loan Bank offers a wide range of work-related assistance devices for short-term loan to persons with disabilities who are currently employed in, or applying for, Public Service jobs. These devices are provided free of charge and can accommodate a variety of needs and circumstances. Examples of devices provided include:

* telecommunication devices for the deaf (TDDs)
* closed circuit television systems
* scooters
* alternate data input systems for access to computers (e.g., enlarged keyboards, voice input and voice output)

The Loan Bank staff are available to provide information, advice and assistance.

Publication: *Technical Aid Loan Bank for Disabled Persons* (free brochure, also available in braille and audio cassette formats)

For More Information:
Technical Aid Loan Bank
Public Service Commission of Canada
West Tower, 20th Floor
L'Esplanade Laurier
300 Laurier Avenue West
Ottawa, Ontario
K1A 0M7
(613) 992-8168
(613) 992-9021 (TDD)

See Address Section for complete list of regional and district offices.

Responsible Organization: Public Service Commission

Vocational Rehabilitation of Disabled Persons

Description: Under this program, the federal government shares with the provincial/territorial governments the costs of undertaking a comprehensive program for the vocational rehabilitation of persons with disabilities. This financial assistance helps the provinces/territories provide vocational rehabilitation services and related goods to persons with physical, intellectual or psychiatric impairments and to persons addicted to alcohol and drugs, to enable them to become capable of pursuing regularly a substantially gainful occupation.

For More Information:
Cost-Shared Programs Directorate
Health and Welfare Canada
Brooke Claxton Building, 8th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 957-4405

Responsible Department: Health and Welfare Canada

Adult Care Services on Reserves

Description: The Department of Indian Affairs and Northern Development funds adult care services to provide assistance and support to elderly persons and persons with disabilities for Inuit and for status Indians normally resident on reserves. These services include in-home care, some types of institutional care and foster care. In-home care most often involves home-maker services that assist elderly persons with activities of daily living. Supervision and personal care are provided in provincial institutions such as nursing homes and residential facilities or in Indian facilities on reserve. Foster care provides care and supervision in a family setting.

For More Information:
Normand Levasseur
Director of Social Services
Social Development Branch
Indian Affairs and Northern Development
Ottawa, Ontario
K1A 0H4
(819) 994-3995

Responsible Department: Indian Affairs and Northern Development

Canada Assistance Plan – Welfare Services

Description: The federal government, through the Canada Assistance Plan, may share in the cost to the provinces/ territories and municipalities of providing social services to persons who are in need or likely to become in need unless they receive these services. The provinces/territories, however, are responsible for administering programs cost shared under the Plan and for determining both whether and to what extent they are prepared to support a given service. These programs are administered through each province's regional social services offices. While the Canada Assistance Plan is not specifically designed for persons with disabilities, this target group may benefit from its services. Services such as counselling, crisis intervention and referral, home-maker and home-support services, rehabilitation services and day care may be cost shared under the Plan.

Publication: *Basic Facts on Social Security Programs* (free), available from:

Communications Directorate
Health and Welfare Canada
Brooke Claxton Building, Room 1442
Tunney's Pasture
Ottawa, Ontario
K1A 1B5

For More Information:
Cost-Shared Programs Directorate
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 957-4405

Responsible Department: Health and Welfare Canada

Child and Family Services

Description: Child and family serices, provided for under provincial/territorial legislation, are funded by Indian Affairs and Northern Development. Services include the protection of children who are neglected, abused or likely to be so, as well as the prevention of these problems. Based on the needs of children and their families, such services as in-home support, counselling, placement in foster homes, group homes or institutions are provided by a provincial/territorial government or agency, including organizations managed and controlled by Indian child and family service.

For More Information:
Normand Levasseur
Director of Social Services
Social Development Branch
Indian Affairs and Northern Development
Ottawa, Ontario
K1A 0H4
(819) 994-3995

Responsible Department: Indian Affairs and Northern Development

Disabled Persons Unit

Description: The Unit acts as a focal point to promote the well-being of persons with disabilities. Of primary concern is the development of information on community support programs which enable persons who have a disability to live as independently as possible. Information on available technical aids and devices and the promotion of research and demonstration are also identified as major activities for the Unit. Projects in all of these areas can be developed in co-operation with other governmental, non-governmental and consumer organizations, usually on a cost-shared basis.

Publications: *Help Yourself! Hints from the Handicapped* (free)
Independent Living Series (free)

For More Information:
Disabled Persons Unit
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 957-2886 (Voice and TDD)

Responsible Department: Health and Welfare Canada

Duty-Free Import of Goods for Disabled Persons

Description: Individuals, doctors, hospitals or other organizations may import aids for persons with disabilities free of customs duty, federal sales tax or both. Items include aids to locomotion, braces, hearing aids, prosthetic devices, devices for people with verbal or visual impairments and articles for training children with mental impairments. Most goods require only an oral declaration that they are for the use of a person with a disability; written documentation, other than the normal customs documents, is not necessary. Duty rates and the wording of tariff items are the responsibility of the Department of Finance.

Publication: A complete list of eligible items, including information on applicable duty and federal sales tax status is given in the Revenue Canada Customs and Excise publication, *Importing Goods for Disabled Persons*.

For More Information:
Regional Customs Offices
Revenue Canada
(*see* Address Section)

Responsible Department: Revenue Canada, Customs and Excise

Health Promotion Fund Program

Description: Health and Welfare's support for effective community action on health promotion issues is through the Health Promotion Fund. Several target groups and health issues have been identified as priorities. Projects to increase the knowledge and skills of persons with disabilities to advocate on their own behalf and to live independently within the community are encouraged. Direct involvement of communities to define their health concerns and to carry out health promotion activities is central to the program. The Fund is delivered by Regional Services Division, through offices located across Canada.

Publications: *Applicants Guide: Health Promotion Contribution Program*
Health Promotion Contribution Program (free pamphlet)
National Drug Strategy
Program on Impaired Driving
Seniors Independence Program
AIDS Community Action
Funding Programs – National Health and Welfare
Seven Steps to Better Health Promotion
Book of Abstracts

For More Information:
Regional Services Division
Health Promotion Directorate
Health and Welfare Canada
Jeanne Mance Building, 4th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4
(613) 954-8869

Responsible Department: Health and Welfare Canada

Mental Health Services

Description: The Mental Health Division produces the magazine, *Canada's Mental Health*, and other publications related to mental health, illness and impairment, and to the special services designed to meet the needs of people with mental health conditions, especially patients with long-term psychiatric disabilities. Of particular note is the Department's discussion paper, *Mental Health for Canadians: Striking a Balance*, which proposes a broad, innovative definition of mental health, and addresses, from a mental health perspective, the three major health challenges identified in *Achieving Health for All*, reducing inequities, increasing prevention and enhancing coping. The paper also proposes a set of progressive, guiding principles concerning issues such as human rights, citizenship and consumer participation, for the development, implementation and assessment of mental health issues. In co-operation with federal, provincial, voluntary and professional organizations, the Division organizes activities directed towards stimulating mental health research, identifying models of effective treatment and care, and promoting mental health. The development of strategies to prevent mental illness, and the promotion of models of service delivery to groups such as children and adolescents, immigrants and refugees, as well as the elderly, are important activities of the Division.

Publications: *Canada's Mental Health* magazine (subscription charge outside Canada)
Mental Health for Canadians: Striking a Balance (free on request)

For More Information:
Mental Health Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4
(613) 954-8643

Responsible Department: Health and Welfare Canada

National Health Services Guidelines

Description: The Institutional and Professional Services Division, in co-operation with federal and provincial health care authorities and professional health associations and agencies, develops guidelines for a wide variety of institutional, professional and clinical services. Guidelines for rehabilitation services and long-term institutional care have been developed, and are expanded and updated on a regular basis. Through interdisciplinary national task forces, the Division also develops clinical guidelines for the prevention, early detection, assessment and treatment of hearing impairment in children and adults.

Publications: Examples of available Guidelines publications for health professionals are *Rehabilitation Medicine Program Guidelines*, *Spinal Cord Injury Program Guidelines*, *Stroke Program Guidelines* and *Chronic Pain Programs Guidelines*. Reports and information kits on hearing impairment are also available.

For More Information:
Institutional and Professional Services Division
Health and Welfare Canada
Jeanne Mance Building, 6th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B4
(613) 954-8608

Responsible Department: Health and Welfare Canada

Occupational Health and Safety Information and Advisory Service

Description: CCOHS is the national information resource in occupational health and safety. It is governed by a council representative of governments, labour and employers.

CCOHS provides occupational health and safety information through responses to inquiries as well as by publications and CCINFO – its computerized information service. Computerized information is available on-line (CCINFOline) and on CD-ROM (CCINFOdisc). CCOHS also holds workshops on issues in occupational health and safety.

The objective of CCOHS is to provide Canadians with occupational health and safety information which is trustworthy, comprehensive and intelligible in order to facilitate responsible decision-making, promote change in the workplace, increase awareness of healthy and safe working environments and support related education and training activities.

For More Information:
Canadian Centre for Occupational Health and Safety
250 Main Street East
Hamilton, Ontario
L8N 1H6
(416) 572-2981
Toll-free: 1-800-263-8276

Responsible Organization: Canadian Centre for Occupational Health and Safety

Social Assistance – Indians Living on Reserves

Description: The Department of Indian Affairs and Northern Development provides for social assistance (basic and special needs) to those status Indian individuals and families, with reserve residency, who are in need (determined by the application of a needs test) to enable them and their dependants to maintain health, safety, dignity and family unity. The rates and conditions under which these benefits and services are provided are based on those of the social assistance program of the province or territory in which the applicants are located. While benefits and services are financed by the Department, they are usually administered by bands or tribal councils.

For More Information:
Hugh Morrow
Director of Social Assistance
Social Development Branch
Indian Affairs and Northern Development
Ottawa, Ontario
K1A 0H4
(819) 997-0246

Responsible Department: Indian Affairs and Northern Development

Treatment for Disabled Veterans

Description: Five groups are eligible:

* anyone receiving a disability pension from the Canadian Pension Commission for treatment of a pensionable condition;

* veterans and eligible civilians receiving War Veterans Allowance or Civilian War Allowance (WVA/CWA);

* veterans or other persons who would be receiving WVA/CWA if the veteran/civilian or spouse were not receiving payments under the Old Age Security legislation or similar age-related legislation of another country;

* veterans receiving services and benefits under the Veterans Independence Program; and

* veterans not eligible above who served overseas during the Second World War in the Canadian Forces or in similar forces raised in Newfoundland, have limited eligibility for certain levels of institutional care.

General medical and dental treatment benefits are provided to qualified pensioners with a disability either by the Department of Veterans Affairs or at the Department's expense. In the latter case, pensioners may ask the Department to reimburse them for costs or have the bills sent directly to the Department.

Publication: *Pensions for Death and Disability Related to Military Service* (free)

For More Information:
Veterans Affairs Regional Offices
Department of Veterans Affairs
(*see* Address Section)

Responsible Department: Veterans Affairs Canada

Veterans Attendance Allowance

Description: In certain circumstances, the Canadian Pension Commission awards an attendant allowance, ranging from $149.31 to $933.08 per month, to veterans who are disabled and who require attendant care.

Publication: *Pensions for Death and Disability Related to Military Service* (free)

For More Information:
Veterans Affairs Regional Offices
Department of Veterans Affairs
(*see* Address Section)

Responsible Department: Veterans Affairs Canada

Veterans Clothing Allowance

Description: A monthly allowance, ranging from $11.74 up to $105.72 is available to veterans with a disability to help purchase special apparel and to compensate for wear and tear or excessive soiling of clothes.

Publication: *Pensions for Death and Disability Related to Military Service* (free)

For More Information:
Veterans Affairs Regional Offices
Department of Veterans Affairs
(*see* Address Section)

Responsible Department: Veterans Affairs Canada

Anti-discrimination in Federal Organizations

Description: The Canadian Human Rights Commission acts as a watchdog against discrimination in federal organizations. The Canadian Human Rights Act, administered by the Commission, accords all persons with equal access to goods, services, facilities, accommodation or employment, without being discriminated against for reasons of mental or physical disability and drug or alcohol dependence. The Commission provides information and advice concerning application of the Act and its own work, and it administers human rights training to employers, purveyors of goods and services, unions, groups and individuals.

Publications: The following publications (available with two weeks notification in alternate media formats including audio cassette, braille or large print) may be obtained from:

Publications
Canadian Human Rights Commission
Place de Ville, Tower A
320 Queen Street
Ottawa, Ontario
K1A 1E1

Canadian Human Rights Act: A Guide
Harassment Policy
Prohibited Grounds Chart
What is Harassment?
Your Complaint
Annual Report 1989
Consolidation of the Canadian Human Rights Act
Employment Equity: Fair Play at Work
The Right to be Different: Human Rights in Canada: An Assessment
Notebook Leaflets (containing information on the interpretation of the Act)

Human and Civil Rights

For More Information: Regional branches of the Canadian Human Rights Commission (*see* Address Section) or contact the national office:

Irene Farmilo
Chief, Creative Services
Communications Branch
Canadian Human Rights Commission
Place de Ville, Tower A
320 Queen Street
Ottawa, Ontario
K1A 1E1
(613) 943-9111 (collect calls accepted)
(613) 996-5211 (TDD) (collect calls accepted)

TDD numbers for regional offices are:
Western Region (Vancouver), (604) 666-3071
Alberta and Northwest Territories Region (Edmonton), (403) 495-4108
Prairies Region (Winnipeg), (204) 983-2882
Ontario Region (Toronto), (416) 973-8912
National Capital Region (Ottawa), (613) 998-5927
Quebec Region (Montreal), (514) 283-1869
Atlantic Region (Halifax), (902) 426-9345

Responsible Organization: Canadian Human Rights Commission

Complaints of Discrimination in Federal Organizations

Description: Complaints of discrimination against people who have physical, intellectual or mental health disabilities or a dependence on drugs or alcohol are investigated by the Complaints and Compliance Branch of the Canadian Human Rights Commission, if the complaint falls under federal jurisdiction. The Commission investigates both individual and group complaints. Notebook leaflets include a series of questions and answers concerning discrimination based on a number of grounds, including mental or physical disability and drug or alcohol dependence. The notebook leaflets are available from regional offices of the Canadian Human Rights Commission or from the contact listed in this entry.

Publications: *Canadian Human Rights Act: A Guide*
Harassment Policy
Prohibited Grounds Chart
What is Harassment?
Your Complaint, Annual Report 1984

Publications, also provided in braille, are available from:

Publications
Canadian Human Rights Commission
90 Sparks Street
Ottawa, Ontario
K1A 1E1

Human and Civil Rights

For More Information:
David Hosking
Chief, National Investigation
Complaints and Compliance Branch
Canadian Human Rights Commission
90 Sparks Street
Ottawa, Ontario
K1A 1E1
(613) 995-1151 (Collect calls are accepted throughout Canada.)
(613) 996-5211 (TDD) (Collect calls are accepted throughout Canada.)

TDD numbers for regional offices are:
Western Region (Vancouver), (604) 666-3071
Alberta and Northwest Territories Region (Edmonton), (403) 495-4108
Prairies Region (Winnipeg), (204) 983-2882
Ontario Region (Toronto), (416) 973-8912
National Capital Region (Ottawa), (613) 998-5927
Quebec Region (Montreal), (514) 283-1869
Atlantic Region (Halifax), (902) 426-9345

Responsible Organization: Canadian Human Rights Commission

Canada Assistance Plan – Financial Assistance

Description: The federal government, through the Canada Assistance Plan, helps Canadians by sharing in the cost of assistance granted to persons in need. However, the provision of assistance is under provincial jurisdiction and the province or territory is responsible for determining eligibility, deciding on the amount of assistance to meet basic and special needs, as well as other regulations, including those governing assets and income. This program is administered through each province's regional social services offices.

Publications: *Basic Facts on Social Security Programs* (free), available from:

Communicatio Directorate
Health and Welfare Canada
Brooke Claxton Building, Room 1442
Tunney's Pasture
Ottawa, Ontario
K1A 0K9

For More Information:
Cost-Shared Programs Directorate
Health and Welfare Canada
Brooke Claxton Building, 8th Floor
Tunney's Pasture
Ottawa, Ontario
K1A 1B5
(613) 957-4405

Responsible Department: Health and Welfare Canada

Canada Pension Plan: Disability Pension

Description: Persons having a severe and prolonged disability who, while gainfully employed, have contributed to the Canada Pension Plan (CPP) for a minimum period in the years immediately preceding the accident or illness may qualify for benefits. The disability must be a mental or physical condition, seriously affecting the ability to earn and continuing for more than a temporary period. The benefit, a monthly pension, consists of a flat-rate portion plus an earnings-related portion equal to 75 percent of the individual's contributions to CPP. The CPP operates in all provinces except Quebec which exercised its constitutional prerogative to operate a similar provincial plan in lieu of CPP. The Plan is administered by Health and Welfare Canada and funded by CPP contributions.

Publications: *Canada Pension Plan Disability Benefits; The Simple Facts*, booklet and fact sheet. This and other booklets and fact sheets are available at no cost from any Client Service Centre (*see* Address section).

For More Information:
Client Service Centres (Income Security Programs), *see* Address Section

Or:

Income Security Programs
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Income Security ProgramsOttawa, Ontario
K1A 0L4
(613) 990-1500

Responsible Department: Health and Welfare Canada

Canada Pension Plan: Disabled Contributor's Child Benefits

Description: A flat-rate monthly benefit is paid on behalf of a dependent child, if the child is under 18, or up to the age of 25 if the child is a student. If schooling is interrupted, the benefits will be discontinued, but will be reinstated if the child returns to school. The CPP operates in all provinces except Quebec. That province exercised its constitutional prerogative to operate a similar provincial plan in lieu of CPP. The Canada Pension Plan is administered by Health and Welfare Canada and funded by CPP contributions.

Publications: *Canada Pension Plan Disability Benefits; The Simple Facts*, booklet and fact sheet. This and other booklets and fact sheets are available at no cost from any Client Service Centre.

For More Information:
Client Service Centres (Income Security Programs), *see* Address Section

Or:

Income Security Programs
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 0L4
(613) 990-1500

Responsible Department: Health and Welfare Canada

Income Tax Disability Credit

Description: A disability credit amount of $3272.00 may be claimed for income tax purposes by taxpayers with a mental or physical impairment that restricts their daily activities. Claimants should file Form T2201, Disability Deduction Certificate, signed by their doctor, along with their income tax return. This form is available at all district taxation offices.

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada, Taxation
Toll-free: 1-800-665-0354 (TDD)

Responsible Department: Revenue Canada, Taxation

Income Tax Medical Expenses Credit

Description: Medical expenses paid by taxpayers for themselves, their spouses or their dependants may be claimed as a credit amount for income tax purposes. The amount which may be claimed is the portion of expenses that exceeds $1517 or three percent of the taxpayer's net income, whichever is less.

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada Taxation
Toll-free: 1-800-665-0354 (TDD)

Responsible Department: Revenue Canada, Taxation

Military Disability Pensions

Description: Members or former members of the Canadian Forces who have a disability resulting from an injury or a disease or the aggravation of either of these that:

* is attributable to or was incurred during service in wartime, the Special Force on Active Service (Korea), or Special Duty areas such as Egypt, Indochina, Kashmir or Cyprus, during certain periods;

* arose out of or was directly connected with military service in peacetime.

Compensation is awarded in the form of a pension ranging from $70.50 to $2502.92 per month for disabilities resulting from injury or disease incurred during military service. A publication is available at district offices of Veterans Affairs.

Publication: *Pensions for Death and Disability Relating to Military Service* (free)

For More Information:
Veterans Affairs Regional Offices
Department of Veterans Affairs
(*See* Address Section)

Responsible Department: Veterans Affairs Canada

Veterans Exceptional Incapacity Allowance

Description: The Canadian Pension Commission may award a special allowance, ranging from $248.38 to $746.47 per month, in addition to the pension already received by a veteran whose disabilities are assessed at 100 percent.

Publication: *Pensions for Death and Disability Related to Military Service* (free)

For More Information:
Veterans Affairs Regional Office
Department of Veterans Affairs
(*See* Address Section)

Responsible Department: Veterans Affairs Canada

Advisory Committee on Standards for Consumers

Description: The Advisory Committee on Standards for Consumers (ACC) makes recommendations on the Standards Council of Canada's programs and policies affecting consumers, and on steps that might be taken to ensure effective consumer representation on standards committees. The quality and viability of standards can frequently be enhanced by consumer involvement in the preparatory phase, including standards that assist people with disabilities. A brochure outlining the standards-writing process and discussing ways in which consumers can participate in the preparation of standards, either via standards committees or consumer advisory panels, is available.

Publication: *Guide for Consumer Participation in Standards Work*

For More Information:
Public Relations
Standards Council of Canada
350 Sparks Street, Suite 1200
Ottawa, Ontario
K1P 6N7
(613) 238-3222
Toll-free: 1-800-267-8220

Responsible Department: Consumer and Corporate Affairs Canada

Advisory Group on National Library Services for Disabled Persons

Description: The Group meets once a year to advise the National Library on co-ordination and development of library programs and services for persons with disabilities.

For More Information:
Library Development Centre
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4
(613) 992-7811
(613) 992-6969 (TDD)
(613) 996-4424 (FAX)

Responsible Organization: National Library of Canada

Assistance to Hearing-Impaired Taxpayers

Description: Taxpayers who are hearing impaired and who have access to a Telephone Device for the Deaf (TDD) can obtain tax information and assistance by calling a centralized, toll-free, bilingual inquiries service at 1-800-665-0354. This service is regularly available weekdays from 8:15 a.m. to 5:00 p.m. Central Time, with extended hours offered during the filing season. Because the dates for extended hours change each year, taxpayers who wish to use this service should consult their *General Tax Guide* before they telephone.

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada Taxation
Toll-free: 1-800-665-0354 (TDD)

Responsible Department: Revenue Canada, Taxation

Assistance to Visually-Impaired and Mobility-Impaired Taxpayers

Description: Revenue Canada, Taxation has set up a toll-free telephone line for people with vision or mobility impairments. Offered between the hours of 8:15 a.m. and 5:00 p.m. Eastern Standard Time, this service can be reached by dialing toll-free 1-800-267-1267. Information is given about publications and special services for people who have impairments that make reading difficult.

The Department records, in English and French, an audio version of the General Tax Guide on cassette to assist taxpayers who are visually impaired in completing their returns. This Audio Guide is available from district taxation offices and from service organizations for people who are blind. Other related publications in audio, braille, and large-print formats may be ordered via the toll-free number.

Taxpayers who are visually impaired and who require assistance in completing their returns can also visit the inquiries counter of their district office. Officers there will read any relevant material to them and help prepare their return if requested to do so.

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada Taxation
Toll-free: 1-800-665-0354 (TDD)

Responsible Department: Revenue Canada, Taxation

Audio Tax Guide

Description: The *General Income Tax Guide* is available on two-track cassette to assist persons with visual impairments in completing their tax returns. Available from Revenue Canada, Taxation district offices or service organizations for persons who are blind.

Publications: *Audio Tax Guide* cassette

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada, Taxation
Toll-free: 1-800-665-0354 (TDD)

Information is also available from:

Canadian National Institute for the Blind
1931 Bayview Avenue
Toronto, Ontario
M4G 4C8
(416) 486-2500

Responsible Department: Revenue Canada, Taxation

CRTC Service for Hearing-Impaired Persons

Description: The Canadian Radio-television and Telecommunications Commission regulates Canada's broadcasting system, including radio, television, cable television, pay television and specialty services. Its authority extends to federally regulated telecommunications carriers (Bell Canada, the British Columbia Telephone Company, CNCP Telecommunications, Telesat Canada, NorthwesTel Inc., Teleglobe Canada, The Island Telephone Company, Maritime Telegraph and Telephone Limited, New Brunswick Telephone, Newfoundland Telephone, Bell Cellular Inc., B.C. Cellular Inc. and Cantel). According to a 1985 CRTC decision, Bell Canada and BC Tel are to provide a message relay service 24 hours a day, seven days a week for persons who are hearing impaired. The service permits people with a telecommunications device for deaf persons to communicate with any other telephone subscriber using a specially trained telephone operator as an intermediary.

In the licence renewal of 75 television stations in April 1989, the CRTC informed the licensees that they are expected to install a telephone device for the deaf (TDD) within the first year of the new licence term, if they have not done so already. Moreover, licensees who do not already provide closed-caption local news programming are expected, as a minimum, to provide closed caption or, in some cases, to provide open caption or signing of the headlines and scripted portions of local evening newscasts.

For More Information:
Canadian Radio-television and Telecommunications Commission
Ottawa, Ontario
K1A 0N2
(819) 997-0313
(819) 994-0423 (TDD)

Responsible Department: Department of Communications

Closed Caption Television

Description: Closed caption television programs (indicated by "CC" in TV guides) show a printed version of words spoken in a program. The captions may appear at the bottom of the TV screen or beside the person speaking in the picture. In the case of an exchange of dialogue, the captions alternate from one side of the screen to the other. CBC news is captioned by the Corporation's own staff. Captioning for all other programs is purchased from the Canadian Captioning Development Agency. Captioning is encoded in the television signal and can be seen only by people with a home decoder. When set at the text position, the decoder also allows people to view CBC's weekly program listings with the latest updates.

For More Information:
Public Relations
Canadian Broadcasting Corporation
P.O. Box 8478
Ottawa, Ontario
K1G 3J5
(613) 738-6784
(613) 733-8868 (TDD)

Canadian Broadcasting Corporation
English Networks
P.O. Box 500
Station A
Toronto, Ontario
M5W 1E6
(416) 975-3684
(416) 975-6688 (TDD)

Information/Communications

Canadian Broadcasting Corporation
French Networks
P.O. Box 6000
Montreal, Quebec
H3C 3A8
(514) 597-4943
(514) 597-6013 (TDD)

A list of retailers selling decoders is available from:

Canadian Captioning Development Agency
409 King Street West
Suite 409
Toronto, Ontario
M5V 1K1
(416) 599-0223

Responsible Organization: Canadian Broadcasting Corporation

Completing the Income Tax Return

Description: At tax time each year, volunteers from Revenue Canada, Taxation's Community Volunteer Program provide assistance to taxpayers who cannot complete their return because of age, disability, language or other reasons. Both individuals and organizations are trained by district taxation office staff. Their services are then provided free in the community. Taxpayers who have access to a telecommunications device for the deaf can get answers to their tax questions by calling Revenue Canada, Taxation's TDD inquiry service.

Publication: *Lend a Helping Hand at Tax Time* (free), available at Revenue Canada, Taxation district offices.

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada, Taxation
Toll-free: 1-800-665-0354 (TDD)

Responsible Department: Revenue Canada, Taxation

Disability Information Services of Canada

Description: DISC is a national non-governmental computerized information network supported by the Department of the Secretary of State providing opportunities for information exchange among persons with disabilities and organizations, professionals and governments. The information available through DISC covers a range of issues concerning persons with disabilities. Members may gain access to the network by using a microcomputer, a telecommunications device for deaf persons, or a versabraille. Technical advice, training and organizational support are provided to people interested in joining the DISC network. Membership in the network is open to groups and individuals who wish to share information.

Publications: Application forms and the brochure, *Disability Information Service of Canada* (free), is available in print, braille and on audio tape.

For More Information:
In Western Canada:
Randy Tighe
Disability Services of Canada
839 5th Avenue S.W., Suite 610
Calgary, Alberta
T2P 3C8
(403) 266-0096

In Ontario:
Randy Nelson
197A Cedarvale Crescent
Waterloo, Ontario
N2L 4T3
(519) 884-2989

In Quebec:
Martin Fournier
DISC Quebec
1380 Gilford Street, Room 202
Montreal, Quebec
H2J 1R7
(514) 528-8912

Responsible Department: Department of the Secretary of State

Federal Centre for AIDS

Description: The Federal Centre for AIDS co-ordinates all departmental activities related to the federal government's response to the AIDS problem in Canada.

For More Information:
Federal Centre for AIDS
Health and Welfare Canada
Ottawa, Ontario
K1A 0L2
(613) 957-1772

Responsible Department: Health and Welfare Canada

Films and Video Cassettes on Disability

Description: Films and video cassettes on disability are produced or distributed by the National Film Board. Topics include employment, public access, autism, early education and education, teaching, women and work, housing and design, lifestyles, skiing and others. Films and video cassettes are available on loan from community or educational film libraries as well as from the National Film Board. Although a small fee is charged for use of the films and videos, the Board's libraries have a reservation service accessible across Canada through toll-free 800 telephone numbers. Information sheets on most films and, in some cases, printed support material for specialized use are also produced.

Publication: *Film and Video Catalogue 1988/1989* ($5.00)

For More Information:
Head Office
National Film Board of Canada
150 Kent Street
Ottawa, Ontario
K1A 0M9
(613) 996-4259

Or:

Toll-free reservation service from 10:00 a.m. to 4:00 p.m. Monday to Friday:

Atlantic Canada	1-800-561-7104
Quebec	1-800-363-0328
Ontario	1-800-267-7710
Western and Northern Canada	1-800-661-9867

Responsible Organization: National Film Board of Canada

Health and Activity Limitation Survey (HALS)

Description: Statistics Canada has conducted a national survey of people with disabilities to form a data base that will be used by governments and the private sector in planning programs and services for persons with disabilities. It includes information on education, employment, financial assistance, housing, independent living, institutional living, leisure, native peoples and transportation. The survey included persons residing in households as well as in health-related institutions.

Publications: Background information on the survey is available.

For More Information:
Adele D. Furrie
Statistics Canada
Jean Talon Building
3rd Floor, Section D7
Ottawa, Ontario
K1A 0T6
(613) 951-0025
(613) 951-8225 (TDD)

Responsible Department: Statistics Canada

Independent National Broadcast Reading Service

Description: As part of its broadcasting policy, the Department of Communications is providing funds to the National Broadcast Reading Service (NBR) in an attempt to establish an independent national broadcast reading service. This service will improve access to current newspapers and magazines.

For More Information:
National Broadcast Reading Service
P.O. Box 1728
Station R
Toronto, Ontario
M4G 4A3
(416) 489-4222

Responsible Department: Department of Communications

Information for Disabled Persons About the House of Commons

Description: The Public Information Office (PIO) has been established to respond to public inquiries about the role, history and activities of the House of Commons.

Committed to making its products and services available to all Canadians, the PIO has developed a series of special format products for persons with disabilities, including:

* a Telephone Information Service equipped with a Telecommunications Device for the Deaf (TDD) to provide hearing-impaired callers with quick, easy access to information about the House of Commons and Parliament Hill;

* a talking book version of Eugene Forsey's booklet entitled *How Canadians Govern Themselves*, which contains a wealth of information about the Canadian political system for people who are unable to read print due to a visual or physical disability;

* audio-cassette recordings of *A Collection of Brochures About Parliament* and *A Guide to the House of Commons* for persons with a reading disability;

* brailled publications, including a promotional bookmark, brochures on the Parliament Buildings and the Memorial Chamber, and *A Guide to the House of Commons*;

* "The Morning Tour," a video produced to introduce the Parliament Buildings and parliamentary institutions to school-aged children, available with open and close captions for students with hearing impairments;

* signed tours for persons with hearing impairments and specially adapted tours for visitors who are intellectually impaired to Parliament Hill;

* audio-loops to enhance listening devices in the House of Commons committee rooms for those who use hearing aids;

* upcoming products planned as part of an education program will include special materials for students who are intellectually impaired.

These and other initiatives are intended to improve access to information about the House of Commons.

Information/Communications

For More Information:
Public Information Office
House of Commons
Room A.001, Wellington Building
Parliament Hill
Ottawa, Ontario
K1A 0A6
(613) 992-4793
(613) 995-2266 (TDD)

Responsible Organization: House of Commons

Information on Health Care Products

Description: Information identifying Canadian manufacturers of health care products is available by writing to the Health Care Products Division of Industry, Science and Technology Canada. The Canadian Medical Devices Directory lists all known Canadian-made health care products, including those for persons with disabilities (free to interested organizations).

Publication: *Canadian Medical Devices Directory*

For More Information: Health Care Products Division
Resource Processing Industries Branch
Industry, Science and Technology
235 Queen Street, 9th Floor East
Ottawa, Ontario
K1A 0H5
(613) 954-3077
(613) 954-1894 (Fax)
Telex: 053-4123

Responsible Department: Industry, Science and Technology Canada

Library Service for Disabled Persons

Description: The Library Development Centre maintains comprehensive information files on Canadian libraries and agencies serving people with disabilities. Information on similar organizations in other countries is also part of the collection. Extensive subject files, based on a broad range of professional and technical journals, newsletters and newspapers, cover areas such as legislation, statistics, special format materials and their production, all disabling conditions and technical aids. Reference books complement these files. The National Library also maintains the Canadian Union Catalogue of Library Materials for the Handicapped (CANUC:H) which lists braille, large print and talking books held in Canadian libraries and available for interlibrary loan. CANUC:H is complemented by Canadian Works in Progress (CANWIP), a registry containing titles being acquired or produced by non-commercial Canadian agencies and institutions. The CANUC:H and CANWIP data bases are accessible both through DOBIS, the National Library's automated system, and as microfiche serials. The Library Development Centre publishes bibliographies, directories, checklists and guidelines. Information on many subjects appears in the *Handbook of Library Services for Disabled Canadians*.

Publications: The following material is available from:

Publication and Marketing Services
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4
(613) 996-6128
(613) 992-7811 (TDD)
(613) 996-4424 (FAX)

Handbook of Library Services for Disabled Canadians, (free)
Library Services for Disabled Persons, (free brochure)
Reasonable Access: A Practical Guide to Assist Federal Government Departments to Print-Handicapped Persons

The following may be obtained from:

Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9
(819) 997-2560

The Accessible Canadian Library: A Planning Workbook for a Barrier-Free Environment, (Cat. # SN3-227/1986)

Libraries for All: Guidelines for Library Services for Disabled Persons, (Cat. # SN3-244/1989)

Video Tapes: the following video tapes are available from National Film Board offices across Canada under the series title, *Bridging*:

Access: Serving Disabled Persons in the Library
A Place Where I Belong: Serving Disabled Children in the Library
Connections: Serving Older Persons in the Library

For More Information: Individuals, including persons with disabilities should contact local libraries. Librarians should contact:

Library Development Centre
National Library of Canada
385 Wellington Street
Ottawa, Ontario
K1A 0N4
(613) 992-7811
(613) 992-6969 (TDD)
(613) 996-4424 (FAX)

Responsible Organization: National Library of Canada

National Library Special Format Materials

Description: The National Library maintains on microfiche two union catalogues of information concerning special format materials (braille, talking books, large print publications). One contains entries on available materials, the other on materials currently in production.

For More Information: Contact your local library, which has access to the catalogues and can request information on special format materials for you.

Interlibrary Loan Division
National Library of Canada
395 Wellington Street
Ottawa, Ontario
K1A 0N4
(613) 996-3566
(613) 992-6969 (TDD)

Responsible Organization: National Library of Canada

Publications on Disabled Persons

Description: Publications containing information on persons with disabilities are available for reference or purchase at Statistics Canada. The Statistics Canada TDD service at the Ottawa head office and in ten regional reference centres assists persons with hearing impairments who require information.

Publications: In addition, publications may be consulted at Statistics Canada reference centres and most depository libraries across the country or purchased from local government-associated bookstores, community bookstores or from:

Publication Sales
Statistics Canada
Ottawa, Ontario
K1A 0T6
(613) 951-7277
(613) 951-1584 (FAX)

Or:

in Toronto:
(416) 973-8018 (credit card purchase only)

Highlights From the Canadian Health and Disability Survey 1983-84, Cat.#82-563E, ($7.00), also available on audio cassette, contains information on employment, housing, independent living, education, transportation and statistics

Report of the Canadian Health and Disability Survey (1983-84), Cat. #82-555, ($15.00), contains information on employment, housing, independent living, education and transportation

Information/Communications

Health and Activity Limitations Survey: Sub-provincial data for:

Newfoundland	82-603
Prince Edward Island	82-604
Nova Scotia	82-605
New Brunswick	82-606
Quebec	82-607
Ontario	82-608
Manitoba	82-609
Saskatchewan	82-610
Alberta	82-611
British Columbia	82-612
Yukon	82-613
Northwest Territories	82-614

Highlights: Disabled Persons in Canada, 82-602

1986 Census of Canada Questionnaire(s) in braille

For More Information:
Library
Statistics Canada
R.H. Coats Building, 2nd Floor
Tunney's Pasture
Ottawa, Ontario
K1A 0T6
(613) 951-8219
(613) 951-8225 (TDD)

Or:

Toll-free calls may be made to the following Statistics Canada Reference Centres:

Northwest Territories, call collect 495-3028
Yukon and Northern British Columbia, call Zenith 0-8913
British Columbia (south and central), 1-800-663-1551
Alberta, 1-800-222-6400
Manitoba, 1-800-282-8006
Ontario, 1-800-268-1151
Quebec, 1-800-361-2831
Nova Scotia, New Brunswick, Prince Edward Island, 1-800-565-7192
Newfoundland and Labrador, Zenith 0-7037

Local calls may be made to the following city centres:

Vancouver, 666-3691 (TDD, 666-3594)
Edmonton, 495-3027 (TDD, 495-3027)
Regina, 780-5405 (TDD, 780-5378)
Winnipeg, 983-4020 (TDD, 983-7543)
Toronto, 973-6586 (TDD, 973-6594)
Ottawa, 990-8116 (TDD, 990-8225)
Montreal, 283-5725 (TDD, 283-2703)
Halifax, 426-5331 (TDD, 426-5331)
St. John's, 772-4073

Responsible Department: Statistics Canada

Sign Language Interpretation

Description: An interpreter can be provided free of charge and on reasonable notice for a person who is deaf who wishes to communicate with a federal official or a Member of Parliament. Such occasions may include interviews, meetings, conferences, speeches or training courses for federal government employees. The MP or responsible person in a federal department or agency should make the arrangements through the Interpretation Service of the Translation Bureau, listed below.

For More Information:
Official Languages Conference Section
Translation Bureau
Department of the Secretary of State
Jackson Building, 5th Floor
257 Slater Street
Ottawa, Ontario
K1A 0M5
(613) 996-0921 (Voice and TDD)

Responsible Department: Department of the Secretary of State

Standards Information Service

Description: The Standards Information Service provides information on standards, technical rules and regulations that apply to individuals, business and industry, both in Canada and abroad. A few of the standards concerning persons with disabilities include: adaptive automotive control systems for persons who have a mobility impairment, terminology governing such areas as prosthetics and orthotics, wheelchair nomenclature, terms, definitions and mechanical specifications, including determination of overall dimensions, mass, turning space, static stability and brake effectiveness. Also included among the standards directly affecting persons with disabilities are electric wheelchair speed, acceleration, retardation and obstacle-climbing ability, as well as requirements for telephone, radio, television and electronic apparatus for persons who are hearing impaired, elevating devices and building accessibility.

Publication: *The Where-to Guide to Standards*

For More Information:
Public Relations
Standards Council of Canada
350 Sparks Street, Suite 1200
Ottawa, Ontario
K1P 6N7
(613) 238-3222
Toll-free: 1-800-267-8220

Responsible Department: Consumer and Corporate Affairs Canada

Telephone Information and Referral Service

Description: Reference Canada is the federal government's bilingual telephone referral and basic information service. Available nationwide, this toll-free service helps the public find answers to questions about federal programs and services.

In some cases, Reference Canada operates in conjunction with a province or territory to enable Canadians to reach both levels of government. In these instances, the name of the provincial or territorial service is used.

Publication: *Guide to Federal Programs and Services* (formerly called *Index to Federal Programs and Services*) available from:

Canadian Government Publishing Centre
Supply and Services Canada
Ottawa, Ontario
K1A 0S9

For More Information:
Reference Canada
Supply and Services Canada
Ottawa, Ontario
K1A 0S5

Toll-free numbers:

Yukon	1-800-661-0408 (Yukon Inquiry Centre)
British Columbia	1-800-663-1381
Alberta	1-800-232-9481
Saskatchewan	1-800-667-7160 (Government Inquiry Centre)
Manitoba	1-800-282-8060 (Citizen's Inquiry Service)
Northwest Territories	(403) 495-2021 (Call collect)
	1-800-267-0340 (Area code 819)
Ontario	1-800-387-0700 (Area codes 416 and 519)
	1-800-267-0340 (Area code 613)
	1-800-461-1664 (Area codes 705 and 807)
Quebec	Dial 0 and ask for Zenith Communication-Quebec
New Brunswick	1-800-442-4400 (New Brunswick Inquiries)
Nova Scotia	1-426-8092
Prince Edward Island	1-368-5050 (Island Inquiries)
Newfoundland	1-800-563-2432

Responsible Department: Supply and Services Canada

Video Assistance

Description: The Department is producing a video of the 1989 Individual Income Tax Return, which leads taxpayers through the steps necessary to complete their return. Concentrating on topics of general interest, the video will be offered in both official languages and will be closed-captioned for persons who are hearing impaired. Taxpayers who are interested in this video can call their district taxation office after January 1990.

Publication: *1989 Individual Income Tax Return* (video)

For More Information:
Revenue Canada, Taxation district offices
(*See* Address Section)

Revenue Canada Taxation
Toll-free: 1-800-665-0354 (TDD)

Responsible Department: Revenue Canada, Taxation

Fair Communications Practices

Description: The federal government communications policy requires departments to consider the needs of persons with disabilities when planning or providing communications. Programs especially for people who are disabled need a particular effort in order to reach those they are meant to serve. The term "persons with disabilities" includes those who are partially sighted or blind, hard of hearing or deaf, and those who may be disabled as a result of a speech, mobility, learning, psychiatric or mental impairment. Guidelines of the Fair Communications Practices specify the use of such appropriate alternate media as audio tapes, braille, extra-large print versions and open and closed captioning for visual material, including advertising. Communicators are also reminded that the information needs of people with disabilities vary as widely as those of the general public.

For More Information:
Information Management Practices Group
Treasury Board Secretariat
L'Esplanade Laurier West Tower, 10th Floor
140 O'Connor Street
Ottawa, Ontario
K1A 0R5
(613) 957-2533

Responsible Organization: Treasury Board Secretariat

Public Service Personnel

Description: Treasury Board aims for the equitable representation and distribution of employees who are disabled in the federal departments and agencies under its authority. According to this policy, federal organizations are to provide technical and personnel support for employees and applicants with disabilities. This includes special counselling and referral for applicants who are disabled, technical aids, work-assignment and work-station adjustments, relocation expenses and on-the-job training.

Publications: *Employment Equity Policy* (available in alternate media format)
Policy on the Provision of Services for Employees with Disabilities (available in alternate media format)

For More Information:
A. Prost, Personnel Policy Branch
Human Resources Division
Treasury Board Secretariat
L'Esplanade Laurier, West Tower, 4th Floor
300 Laurier Avenue West
Ottawa, Ontario
K1A 0R5
(613) 952-3020
(613) 957-8657 (TDD)

Responsible Organization: Treasury Board Secretariat

TDD Access to Federal Information

Description: Federal departments and agencies are to ensure access to federal information for persons who are deaf or hearing impaired by equipping major centres of public information with a telecommunications device for the deaf and by listing the number in public directories.

For More Information:
Contact the communications offices of federal departments (*see* Address Section)

Or:

A. Prost, Personnel Policy Branch
Human Resources Division
Treasury Board Secretariat
L'Esplanade Laurier West Tower, 4th Floor
300 Laurier Avenue West
Ottawa, Ontario
K1A 0R5
(613) 952-3020
(613) 957-8657 (TDD)

Responsible Organization: Treasury Board Secretariat

Transportation of Disabled Persons Program

Description: Transport Canada aims to remove physical and attitudinal barriers that make transportation difficult for people with disabilities. New provisions of the National Transportation Act, 1987 mean that the National Transportation Agency can require carriers and terminal operators for air, rail, ferry and the Roadcruiser bus of Newfoundland, to provide access for travellers with disablilities to equipment, terminals and services. In policy matters, Transport Canada is establishing standards of accessibility for these facilities. A special report on intercity bus accessibility has been submitted to and approved by the Council of Deputy Ministers of Transportation. This report essentially commits the federal, provincial and territorial governments to developing an implementation strategy for increasing accessibility in intercity buses and for reporting progress to the Deputy Minister at least annually.

Publication: *Mobility Plus*, a newsletter is also available on audio cassette. To get on the mailing list for this free publication, write to:

Editor
Mobility Plus
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville, Tower C, 26G
Ottawa, Ontario
K1A 0N5

For More Information:
Pat Hallett
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5
(613) 991-6411
(613) 991-6412 (TDD)

Responsible Department: Transport Canada

Construction Technology Service

Description: The Institute for Research in Construction (IRC) of the National Research Council conducts research in building science and makes the results of its work known through publications, seminars and library services. One of the Institute's main concerns is barrier-free design and the development of criteria and standards for non-handicapping environments. Barrier-free research focuses on the challenges placed upon the building industry in meeting the functional requirements of people with disabilities. The Institute also offers consultation on the use and occupancy of buildings, barrier-free design, technical problems, codes and standards.

Publications: *Building Practice Note BPN 59: Conformance to Barrier-Free Design Criteria*
Building Practice Note BPN 60: Designing Homes for the Aged

Available from:

Publications Sales and Distribution
National Research Council Canada
Montreal Road
Ottawa, Ontario
K1A 0R6
(613) 993-2054

For More Information:
Jean-Remi Champagne
Institute for Research in Construction
National Research Council Canada
Building M-20
Montreal Road
Ottawa, Ontario
K1A 0R6
(613) 993-0247

Responsible Organization: National Research Council Canada

Laboratory for Biomedical Engineering

Description: The objectives of the habilitation/rehabilitation engineering program include improving the quality of life for people who have a physical or intellectual disability and for elderly persons through the design, development, evaluation and application of devices and technology which address the problems associated with disability. The habilitation/rehabilitation program develops and evaluates commercialized technology that is critical to the chronic care sector. The program concentrates on devices which increase the independence and improve the qualify of life of persons with severe disabilities. All of the output of this program is realized in products for persons with disabilities.

The habilitation/rehabilitation group emphasizes the adaptation of technology for the use or benefit of the client community. Much of its work is aimed at making microcomputers useful to persons with a mobility impairment and to persons who are intellectually impaired. Some effort is also being devoted to the prevention of disability by developing a non-invasive method for measurement of biological data in order to diagnose osteoporosis in the elderly. The technique would also be useful in planning surgical implants and in assessing the consequences of exposing astronauts to prolonged periods of microgravity. The *Inventory of Projects in Bioengineering Including Rehabilitation Engineering* consists of a series of one-page summaries, with several indexes to assist users in determining what research is underway in Canadian biomedical engineering.

Publications: *Inventory of Projects in Bioengineering Including Rehabilitation Engineering*

For information on availability and prices, contact:

Publications Sales and Distribution
National Research Council Canada
MOntreal Road
Ottawa, Ontario
K1A 0R6
(613) 993-2054

For More Information:
Biomedical Engineering Research Program
National Research Council Canada
Building M-50
Montreal Road
Ottawa, Ontario
K1A 0R6
(613) 993-0330

Responsible Organization: National Research Council Canada

Transportation of Disabled Persons

Description: In this program for research, development and demonstration of technology that makes transportation more accessible, there are a number of areas of concern:

Airports – between 1980 and 1988, Transport Canada spent approximately $17 million to improve accessibility at airports involving parking, curb cuts, entrances, corridors, floors, stairs, ramps, elevators, washrooms, handrails, counters, drinking fountains, telephones, alarms and concessions. These activities are ongoing. As a result of Transport Canada sponsored studies conducted by the Canadian National Institute for the Blind and the Canadian Hearing Society, two projects are currently being developed. One is an airport demonstration which would see testing of "talking signs" and tactile surfaces for orienting and directing travellers who are blind and visually impaired in an airport environment. The other project will test a special low-floor four-person transfer vehicle to ferry passengers with mobility disabilities or stamina difficulties over some of the long distances experienced in airport terminals.

Intercity bus – at a cost of $250 000, Transport Canada funded the development of a mechanized lift for intercity buses. The lift, part of the structure of the bus, permits safer and more dignified access for persons with disabilities. For a further $90 000 the technology was demonstrated on a regular bus route in Newfoundland. The Department then made this technology available to Canada's two major bus operators, MCI of Manitoba and Prévost of Quebec. Transport Canada also provided $1.2 million for the acquisition of six lift-equipped buses by Canada Coach Lines Ltd., as part of a three-year demonstration project which began in October 1989 in the Kitchener, Hamilton, Niagara Falls, Buffalo corridor. By providing a lift-equipped accessible bus for each departure on this route, valuable information will be obtained on market demand and bus operation. In addition, Transport Canada has completed development of working models of two station-based boarding systems, for existing intercity buses, built to provide dignified boarding methods for persons with mobility disabilities. Assessments are now underway to determine what, if any, demonstration potential exists for either or both of these devices.

Urban transport – since 1979, activities have been undertaken with respect to urban transportation of persons with disabilities. Among other activities are two demonstration projects for the transportation of seniors in Manitoba, assistance to urban para-transit operators, demonstration of the "Mobility Club" concept in urban and rural New Brunswick, the publication of a Mobility Club handbook, and an accessible van service at Expo 86. In 1989 Transport Canada contributed $145 000 towards a joint project with the province of Ontario for the operation of four accessible mini-vans by two Ottawa-area taxi operators. Information from the demonstration of

this integrated accessible taxi service will be used to determine its viability as an alternative or complementary service to urban para-transit services.

Personal vehicles – Transport Canada has published safety standards for restraint systems for children and small adults with disablilties where specially designed seats are placed on the conventional seats of passenger cars. The Transportation Development Centre is also pursuing efforts via the Canadian Standards Association (CSA) and the Canadian Urban Transit Association (CUTA) to develop test methods and standards for wheelchair/passenger restraints.

Lifting devices for air, rail and ferry travel – Transport Canada has completed development of a system for use at airports which do not have air-bridges between terminal building and aircraft for boarding passengers. The device will be tested and evaluated at three airports across the country, with testing expected to begin in the spring of 1990.

Communication for all modes of travel – in recognition of the obstacles in transportation facing persons with sensory disabilities, Transport Canada is funding activities to develop ways of removing such obstacles. Included in this category are reports by the Canadian National Institute for the Blind and the Canadian Hearing Society. Information from those reports will be incorporated in accessibility standards, and further research is planned both on surface textures and on "talking signs."

Public education – Transport Canada sponsored a series of regional workshops in January and February of 1989, examining accessible transportation for people who are blind or visually impaired. In addition, the Department is sponsoring another series of workshops in February and March of 1990 looking at accessible transportation for people who are deaf or hearing-impaired.

Research

Publication: *Mobility Plus* (free newsletter, also available on audio cassette)

To get on the mailing list, write to:

Editor
Mobility Plus
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville, Tower C, 26G
Ottawa, Ontario
K1A 0N5

For More Information:
Pat Hallett
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5
(613) 991-6411
(613) 991-6415 (TDD)

RESPONSIBLE DEPARTMENT: Transport Canada

Consumer Issues

Description: The Consumer and Corporate Affairs Grants and Contributions Program serves all Canadian consumers by assisting non-profit consumer and voluntary organizations in addressing national consumer issues in the marketplace. Organizations representing persons with disabilities, like any other voluntary organization dealing with consumer issues, are eligible for consideration under the program. Priority is given to proposals for projects on a national level, but regional and local projects may be considered if their application could be used as a model for other regions of Canada. In this way, all Canadian consumers benefit.

The program offers four types of funding to organizations working in the interest of their members as consumers. They are: Core Grants, Advocacy Grants, Development Grants and Project Contributions. The last is by far the most popular type of funding, representing some 66 percent of the total program budget. National consumer and advocacy organizations are eligible for core grants and advocacy grants. Applications should be received by February 2 of the funding year. Information is available from Consumer and Corporate Affairs regional offices or from the contact listed below.

For More Information:
Program Officer, Voluntary Sector Division
Consumer Policy and Services Branch
Consumer and Corporate Affairs Canada
Place du Portage, Phase I
Hull, Quebec
K1A 0C9
(819) 997-4440
(819) 994-0067 TDD

Responsible Department: Consumer and Corporate Affairs Canada

Disabled Persons Participation Program

Description: This program provides financial aid, to a total of $ 3.2 million per year, as well as advice and information, to persons with disabilities, voluntary organizations and advocacy groups that promote the integration and participation of people with disabilities in society. The funding objectives of the program are to allow persons with disabilities to represent effectively their rights and responsibilities as Canadian citizens, to support community initiatives for overcoming attitudinal, institutional and information barriers, and to support innovative approaches by persons with disabilities to participation in Canadian social and economic life.

Groups that qualify include organizations for people with disabilities, whose governing boards and membership comprise a majority of persons with disabilities, organizations that advocate on behalf of persons with disabilities or partnerships of organizations, for people with disabilities and other community or voluntary groups (provided the organization demonstrates effective direction of the project to be funded). Not eligible are individuals, non-governmental institutions (including universities, colleges, schools, religious institutions, hospitals and rehabilitation centres) or other levels of governments. Applications must be received no later than 12 weeks before a project begins. Information concerning funding for national projects is available from the contact listed in this entry.

Publication: A publication is available from Secretary of State regional offices (*see* Address Section). *Disabled Persons Participation Program* (free booklet) is also available on audio tape.

For More Information:
Disabled Persons Participation Program
Department of the Secretary of State
Head Office
Ottawa, Ontario
K1A 0M5
(819) 997-2413 (Voice and TDD)

Responsible Department: Department of the Secretary of State

Seniors Secretariat

Description: The Secretariat helps the Minister of State for Seniors in the role of spokesperson for seniors, representing their views and concerns in Cabinet. Through consultation, promotion activities and research, the Secretariat aids in the development of programs and policies concerning seniors. There is interaction with all levels of government as well as with the voluntary and private sectors in Canada.

Publication: *Seniors' Guide to Federal Programs and Services*

For More Information:
Seniors Secretariat
Health and Welfare Canada
Brooke Claxton Building
Tunneys Pasture
Ottawa, Ontario
K1A 0K9
(613) 952-7606

Responsible Department: Health and Welfare Canada

Status of Disabled Persons Secretariat

Description: The Secretariat helps the Minister Responsible for the Status of Disabled Persons (the Secretary of State) in his role as advocate on issues of concern to persons with disabilities. Through consultation, promotion activities and research, the Secretariat assists in the development of programs and policies that promote equality and independence for persons with disabilities. The Secretariat works collaboratively with governments, the private sector and the voluntary sector as well as with international bodies.

Publications: The following publications are available free of charge in print form or on audio tape from:

Communications Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5
(819) 997-0844

The World Programme of Action concerning Disabled Persons
Obstacles, (report of a special parliamentary committee, 1981-83)
The Profile of Disabled Persons in Canada
Directory of Federal Services: Disabled Persons
Declaration on the Decade of Disabled Persons

For More Information:
Status of Disabled Persons Secretariat
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5
(819) 997-2412
(819) 997-2412 (TDD)

Responsible Department: Department of the Secretary of State

Sustaining Grants

Description: The Sustaining Grants Program provides funding to selected national voluntary social service organizations and national voluntary health organizations whose activities support and promote the health and well-being of all Canadians. These grants help organizations develop and maintain a strong infrastructure to support ongoing national activities, such as long term planning, program development, strengthening of local/provincial affiliates, communication, financial planning and fund raising.

For More Information:
For national voluntary social service organizations, contact:

National Welfare Grants Division
Social Service Programs Branch
Health and Welfare Canada
Brooke Claxton Building
Tunney's Pasture
Ottawa, Ontario
K1A 0B5
(613) 957-2903

For national voluntary health organizations, contact:

Community Health Division
Health Services and Promotion Branch
Health and Welfare Canada
Jeanne Mance Building
Tunney's Pasture
Ottawa, Ontario
K1A 1B4
(613) 954-8638

Responsible Department: Health and Welfare Canada

Active Living Alliance for Canadians With a Disability

Description: The Active Living Alliance for Canadians With a Disability, a non-profit organization, has a mandate to facilitate and develop collaboration among organizations, agencies and individuals, in order to affect positively the physically active lifestyles of Canadians with disabilities.

Publications: *Positive Images: Guidelines for the Appropriate Image Depiction of Canadians With a Disability* (cost to be determined)
Advocacy Resource Workbook; to assist community groups and individuals with how to advocate effectively (cost to be determined) (available in audio cassette tape)

For More Information:
Jane Arkell
Program Manager
Active Living Alliance
for Canadians With a Disability
1600 James Naismith Drive, Suite 312
Gloucester, Ontario
K1B 5N4
(613) 748-5747
(613) 748-5734 (Fax)

Responsible Organization: Fitness and Amateur Sport

Allotment Gardening

Description: The National Capital Commission rents out some of the reserve land in the National Capital Region for allotment gardening. A number of the plots available are particularly suited to gardeners who have a mobility impairment because they have been raised about two feet above ground level and arranged in long thin strips to make gardening possible from just one side of the bed.

Publication: *Facilities for the Handicapped* (free booklet)

For More Information:
Canada's Capital Information Centre
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1
(613) 239-5000

Responsible Organization: National Capital Commission

Disabled Canadians in Competitive Sport

Description: This program promotes opportunities for Canadians with disabilities to participate in competitive sport programs. It provides consultative services and makes financial contributions to recognized sport organizations. Sport Canada currently recognizes the following sport organizations for people with disabilities:

* The Canadian Federation of Sport Organizations for the Disabled
* The Canadian Wheelchair Sports Association
* The Canadian Blind Sports Association
* The Canadian Association for Disabled Skiing
* The Canadian Deaf Sports Association
* The Canadian Amputee Sports Association
* The Canadian Special Olympics Inc.

Eligibility criteria are described in the Core Support Program.

Publications: *Sport Canada Core Support Program 1990/91* (free)
Fitness and Amateur Sport Annual Report (free)

For More Information:
Sport Canada
365 Laurier Avenue West
Ottawa, Ontario
K1A 0X6
(613) 992-9240

Responsible Organization: Fitness and Amateur Sport

National Arts Centre Services for Disabled Persons

Description: The National Arts Centre strives to provide complete access to all services. Parking spaces for drivers who are disabled are reserved near the elevator in the NAC garage. Access from the garage and the foyers to the three performance halls is provided by elevators and ramps for wheelchair users. Depending on availability, a staff member can accompany patrons who are disabled from the garage, box office or lobby to their seats and see to their needs both during intermission and at the end of the performance. Persons with disabilities may be seated before the hall is open to the public. Wheelchair users may remain in their chairs at the end of an aisle at orchestra level by purchasing a ticket costing the same as a balcony seat. At intermission, persons who are not easily mobile may order drinks from an usher, to be served to them in their seats. Other equipment and installations for patrons with disabilities include wheelchairs, lowered telephone cubicles and special accessories in the main washrooms.

Phonic Ear FM receivers are available on request for persons who are hearing impaired: all performances and films are broadcast on the FM band.

Publication: Information sheet on services to persons with disabilities (free)

For More Information:
House Management Division
National Arts Centre
1 Confederation Square
Post Office Box 1534
Station B
Ottawa, Ontario
K1P 5W1
(613) 996-5051, extension 212
Cable: Centrart

Responsible Organization: National Arts Centre

National Capital Region Recreational Facilities

Description: All National Capital Commission parks, guided tours, pathways and most NCC recreational areas, trails and activities are accessible to people with mobility impairments. In Gatineau Park these include the Breton and Parent beaches, Carryer Trail, Lac des Fées, Lac Philippe Campground, Moorside, Mulvihill Lake and the Old Chelsea Visitor Centre. Other features include adapted picnic tables and accessible washrooms. Activities that persons with mobility limitations can enjoy in the Greenbelt surrounding Ottawa/Hull include the Log Farm, the Orleans Farm Hostel and the Sarsaparilla Nature Trail.

Publications: *Facilities for the Handicapped* (free booklet)
Facilities for the Handicapped (free brochure)
Handicap Liaison Project, Final Report

For More Information:
Canada's Capital Information Centre
14 Metcalfe Street
Ottawa, Ontario
K1P 5L1
(613) 239-5000

Responsible Organization: National Capital Commission

Open House Canada

Description: The Youth Participation Directorate encourages and facilitates the participation of young people aged 14 to 22 years in Canadian society. The Open House Canada Program provides financial support to a number of national non-profit organizations to cover the travel costs for student exchanges and national forums. The Directorate is also responsible for co-ordinating Canada's participation in the Commonwealth Youth Program.

For More Information:
Open House Canada
Youth Participation Directorate
Department of the Secretary of State
Ottawa, Ontario
K1A 0M5
(819) 994-1313

Responsible Department: Department of the Secretary of State

Physical Activity and Canadians With a Disability

Description: This program encourages, promotes and develops opportunities for participation in physical activity by Canadians who are disabled. It provides consultative services and makes financial contributions to recognized national organizations with a stated responsibility for fostering active living for Canadians with disabilities. Eligibility criteria are described in the Contribution Program Guidelines, available from Fitness Canada.

Publications: *A Guide to Fitness Canada Contributions Program 1990-91* (free)
Fitness and Amateur Sport Annual Report (free)
Blueprint for Action on Physical Activity and Canadians With a Disability (free)

For More Information:
Bruce Taylor
Manager
Program for Canadians With a Disability
Fitness and Amateur Sport Canada
365 Laurier Avenue West
Ottawa, Ontario
K1A 0X6
(613) 992-9198
(613) 992-8559 (Fax)

Responsible Organization: Fitness and Amateur Sport

Consultation with Disabled Persons on Transportation

Description: Transport Canada carries out extensive consultation activities. Seeking comment on all program activities, including policy development, the Department confers with numerous individuals and groups at the community level as well as funding the operation of two committees:

* the new advisory committee on Accessible Transportation comprising representatives from industry, groups of and for persons with disabilities, government and other agencies; and

* the federal/provincial/territorial committee, made up of representatives from the federal, provincial and territorial governments.

For More Information:
Pat Hallett, Director
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5
(613) 991-6411
(613) 991-6412 (TDD)

Responsible Department: Transport Canada

Funding of Accessible Vehicles

Description: Capital funding is available to private organizations to help purchase accessible vehicles for transportation of persons with disabilities in small urban and rural areas. In six years of operation, grants totalling over $ 2.8 million have been made towards the purchase or retrofiting of 131 vehicles. Up to 80 percent of the purchase price of the vehicle, or $25 000, whichever is less, may be provided. Treasury Board has allocated the following amounts for the project: 1986-87, $500 000; 1987-88; $500 000; 1988-89, $500 000; 1989-90, $400 000; 1990-91, $500 000.

For More Information:
Pat Hallett
Transportation of Disabled Persons Directorate
Transport Canada
Place de Ville
Tower C, 26th Floor
Ottawa, Ontario
K1A 0N5
(613) 991-6411
(613) 991-6415 (TDD)

Responsible Department: Transport Canada

Marine Atlantic Special Services

Description: Marine Atlantic terminals and vessels meet a variety of special needs. Travellers with mobility impairments can, upon request, obtain a parking space close to terminal facilities and adjacent to an elevator providing access onto a ship. All terminals have wheelchairs and an elevator or wheelchair ramp for boarding the ships. Terminal washrooms, cafeteria servery and tables, water fountains and telephones are all accessible. Volume control telephones and a TDD, along with a flashing light signal for boarding and a visual display of schedules, are available for visually-impaired and hearing-impaired persons.

Ships have wheelchairs on board, and such accessible facilities as cafeteria, bar, washrooms and seating lounges as well as cabin berths on ships that provide overnight service. Flashing lights provide greater visual display of emergency signals.

Special assistance is available from staff members. Travellers should inform them of special needs when making reservations and again upon arrival at the terminal. A brochure in large print lists the particular services available at each terminal and aboard each ship.

Publication: *Special Services* (available in large print)

For More Information:
Reservations Bureau
Marine Atlantic
P.O. Box 250
Sydney, Nova Scotia
B2A 3M3
(902) 794-8109 (TDD) (collect calls accepted)

Comments or suggestions concerning Marine Atlantic services should be sent to:

Marine Atlantic
Public Affairs
100 Cameron Street
Moncton, New Brunswick
E1C 5Y6

Transportation

Toll-free numbers:

Ontario and Quebec	1-800-565-9411
New Brunswick, Nova Scotia and Prince Edward Island	1-800-565-9470
Newfoundland and Labrador Coastal Service	1-800-563-7336
Newfoundland and Labrador (except Coastal Service)	1-800-563-7701

Responsible Department: Transport Canada

Standards of Accessibility for Federally Regulated Transportation

Description: Complaints against a provider of federally regulated transportation services can be filed by any individual. The Agency can investigate the matter and order the removal of any obstacle it deems to inhibit the mobility of travellers with disabilities.

In its regulatory capacity, the National Transportation Agency is also responsible for prescribing in law and enforcing standards of accessibility for all transportation services and facilities under federal jurisdiction.

Publication: *Room To Move* (free pamphlet, also available in large print, braille and audio cassette format)

For More Information:
National Transportation Agency
Ottawa, Ontario
K1A 0N9
(819) 997-6828 (Voice)
(819) 953-9705 (TDD)
(819) 953-5564 (FAX)

Responsible Organization: National Transportation Agency

Transportation Services for Persons with Disabilities

Description: The Transportation Services for Disabled Persons Directorate aims to make travelling easier for people with disabilities on all modes of transportation under federal jurisdiction. The Office develops regulations concerning accessibility and both answers inquiries and investigates matters, either in response to complaints or on its own, about transportation services provided to persons with disabilities.

Publication: *Room to Move* (free pamphlet, also available in large print, braille or audio cassette format)

For More Information:
Transportation Services for Disabled Persons Directorate
National Transportation Agency
Dispute Resolution Branch
Ottawa, Ontario
K1A 0N9
(819) 997-6828 (Voice)
(819) 953-9705 (TDD)
(819) 953-5564 (FAX)

Responsible Organization: National Transportation Agency

VIA Rail Services

Description: VIA Rail special services aim to improve train travel for passengers with disabilities. Persons with speech or hearing impairments who wish to obtain travel information or reserve tickets can link up with RESERVIA through a home TDD. RESERVIA is toll-free throughout Canada. TDDs are also available at the information counter in major train stations.

Passengers who are not totally self-reliant (needing help with personal hygiene, eating or medication) while on board, may reserve coach accomodation for an escort free of charge. (To benefit from this service, passengers are requested to carry a medical certificate or card from an association recognized by VIA.) Senior citizens (60 years and over), may obtain their tickets at a reduction of 10 percent of the best available fare. Passengers who have visual or hearing impairments and are travelling with guide dogs may be accommodated in any car on the train; on trains with sleeping accommodation, they may stay in a roomette for the same price as an upper berth, subject to availability. Travel arrangements can be made for passengers using stretchers, where equipment permits. A minimum of 48-hours' advance notice is required for stretcher service.

On transcontinental trains, passengers in wheelchair can be boarded with the use of a station-based wheelchair lift (where available) or with assistance from VIA. There will be no difficulty entraining at the following stations: Banff, Calgary, Campbellton, Dorval, Drummondville, Edmonton, Halifax, Kingston, Kitchener, London, Moncton, Montreal, Ottawa, Sainte-Foy, Sarnia, Toronto, Truro, Vancouver, Windsor, Winnipeg. Advance boarding is possible at major stations for any person with a disability.

While on the train, wheelchair travellers may keep collapsible chairs in the car or, in the case of electric models, in the baggage car (not available on all trains). LRC trains feature a wheelchair restraint system which allows passengers to remain in their chairs but which must be reserved in advance. The LRCs also have accessible washrooms. Wheelchairs are available for use in all major stations and in many smaller ones; VIA sales offices can supply a complete list.

A publication outlining VIA's services for passengers with special needs is available from VIA Customer Relations in station sales and services offices or from VIA Rail telephone sales offices listed in local telephone directories. For persons with allergies, all trains provide non-smoking cars and sections of cars, and non-allergenic pillows are available in sleeping cars. Special diet and meal service can be arranged in advance for passengers on vegetarian, low-salt or other restricted diets. A minimum of 24 hours' advance notice is required on Quebec-Windsor corridor services, while 48 hours' advance notice is required on non-corridor services. At-seat or in-room food service is available on trains with food facilities. Also on such trains, persons with diabetes may have their insulin refrigerated for them. Travellers who are hearing impaired may request that the train crew notify them upon arrival at their destination.

Publication: *Special Services offered by VIA* (free brochure also available in braille or large print)

For More Information:
VIA Rail Canada
Regional Sales offices
(*See* Address Section)

Or:

Toll free throughout Canada: 1-800-268-9503 (TDD)
Toronto: (416) 368-6406 (TDD)

Responsible Organization: VIA Rail Canada

Canada Mortgage and Housing

British Columbia

British Columbia and Yukon
999 Canada Place, Suite 406
Vancouver, B.C.
V6C 3E1
(604) 666-2516

Saskatchewan

Prairie and Northwest Territories
Regional Office
410 22nd Street East
Suite 300
Saskatoon, Sask.
S7K 5T6
(306) 975-4929

Ontario

Ontario Regional Office
2255 Sheppard Avenue East
Willowdale, Ont.
M2J 4Y1
(416) 495-2000

Quebec

Quebec Regional Office
Place du Canada, 9th Floor
1010 De La Gauchetière Street
Montreal, Que.
H3B 2N2
(514) 283-4464

New Brunswick

Atlantic Regional Office
Brunswick House, Suite 1200
44 Prince William Street
Mail: P.O. Box 7320, Station A
Saint John, N.B.
E2L 4S7
(506) 648-4460

Consumer and Corporate Affairs

British Columbia

Pacific Regional Office
Regional Consumer Consultant
800 Burrard Street, Room 1400
Vancouver, B.C.
V6Z 2H8
(604) 666-5019

Manitoba

Prairie Regional Office
260 St Mary Avenue
Winnipeg, Man.
R3C 0M6
(204) 983-2366

Ontario

Ontario Regional Office
Federal Building, Suite 601
4900 Yonge Street
Willowdale
Toronto, Ont.
M2N 6B8
(416) 224-4031

Quebec

Quebec Regional Office
Regional Consumer Consultant
Guy Favreau Complex
East Tower, Suite 502
Montreal, Que.
H2Z 1X4
(514) 283-3905

Nova Scotia

Atlantic Regional Office
Queen Square, 17th Floor
45 Alderny Drive
Dartmouth, N.S.
B2Y 2N6
(902) 426-6080

Employment and Immigration Canada

Northwest Territories

Northwest Territories Region
Regional Outreach Co-ordinator
Mail: P.O. Bag 1170
Yellowknife, N.W.T.
X1A 2R3
(403) 920-8524

British Columbia

British Columbia / Yukon Region
Regional Outreach Co-ordinator
Mail: P.O. Box 11145
Vancouver, B.C.
V6E 2P8
(604) 666-6241

Alberta

Alberta Region
Regional Outreach Co-ordinator
Canada Place, Suite 1440
9700 Jasper Avenue
Edmonton, Alta
T5J 4C1
(403) 495-2093

Saskatchewan

Saskatchewan Region
Regional Outreach Co-ordinator
2101 Scarth Street, Room 802
Regina, Sask.
S4P 2H9
(306) 780-5692

Manitoba

Manitoba Region
Regional Outreach Co-ordinator
Eaton Place
330 Graham Avenue
Winnipeg, Man.
R3C 4B9
(204) 983-4662

Ontario

Ontario Region
Regional Outreach Co-ordinator
4900 Yonge Street, Suite 700
Willowdale
Toronto, Ont.
M2N 6A8
(416) 224-4744

Quebec

Quebec Region
Regional Outreach Co-ordinator
1441 St Urbain Street
6th Floor
Montreal, Que.
H2X 2M6
(514) 283-4992

New Brunswick

New Brunswick Region
Regional Outreach Co-ordinator
615 Prospect Street West
Mail: P.O. Box 2600
Fredericton, N.B.
E3B 5V6
(506) 452-3755

Nova Scotia

Nova Scotia Region
Regional Outreach Co-ordinator
Dartmouth, N.S.
B3J 3E4
(902) 426-1534

Prince Edward Island

Prince Edward Island Region
Regional Outreach Co-ordinator
Mail: P.O. Box 8000
Charlottetown, P.E.I.
C1A 8K1
(902) 566-7652

Newfoundland

Newfoundland Region
Regional Outreach Co-ordinator
Mail: P.O. Box 12051
St John's, Nfld
A1B 3Z4
(709) 772-5301

Health and Welfare Canada

British Columbia

Western Region
Public Affairs
757 West Hastings Street
Vancouver, B.C.
V6C 1A1
(604) 666-2083

Regional Office
New Horizons Program
1525 West 8th Avenue
Room 104
Vancouver, B.C.
V6J 1T5
(604) 666-2729

Saskatchewan

Regional Office
New Horizons Program
Federal Building
1975 Scarth Street, 4th Floor
Regina, Sask.
S4P 3K4
(306) 780-5355

Manitoba

Regional Office
Public Affairs
Eaton Place, Room 505
340 Graham Avenue
Winnipeg, Man.
R3C 4C8
(204) 983-2508

Regional Office
New Horizons Program
Eaton Place
340 Graham Avenue
Winnipeg, Man.
R3C 4C2
(204) 983-2833

Ontario

Client Service Centre
Income Security Programs
Judy LaMarsh Building
65 William Street South
Mail: P.O. Box 2020
Chatham, Ont.
N7M 6B2
(519) 436-3000
1-800-265-9480

Regional Sub-Office
New Horizons Program
15 Duke Street East, 1st Floor
Kitchener, Ont.
N2H 1A2
(519) 742-5866

Regional Office
New Horizons Program
2300 Yonge Street, Room 1104
Toronto, Ont.
M4P 1E4
(416) 973-1999

Quebec

Client Service Centre
Income Security Programs
Les Promenades de l'Outaouais
1100 Maloney Boulevard
Gatineau, Que.
J8T 6G3
(819) 997-9030

Regional Office
New Horizons Program
Guy Favreau Complex
East Tower, Suite 212
200 René Lévesque Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-7306

Regional Office
Public Affairs
Guy Favreau Complex
East Tower, Suite 206
200 René Lévesque Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-2306

Regional Sub-Office
New Horizons Program
330 De La Gare-du-Palais Street, 7th Floor
Quebec, Que.
G1K 3X2
(416) 648-4313

Client Service Centre
Income Security Programs
402 Brochu Avenue
Sept-Îles, Que.
G4R 2W8
(418) 962-7116

Client Service Centre
Income Security Programs
3675 Chanoine Moreau Boulevard
Trois-Rivières, Que.
G8Y 5M6
(819) 373-2585

Addresses

Client Service Centre
Income Security Programs
1087 3rd Avenue
Val-d'Or, Que.
J9P 1T5
(819) 825-2867

New Brunswick

Client Service Centre
Income Security Programs
Terminal Plaza Building
1222 Main Street
Moncton, N.B.
E1C 1H6
(506) 857-7000

Regional Office
New Horizons / Seniors Independence Program
Terminal Plaza Building
1222 Main Street
Moncton, N.B.
E1C 1H6
(506) 857-7007

Client Service Centre
Income Security Programs
400 Main Street, Suite 1040
Saint John, N.B.
E2K 4N5
(506) 648-4527

Nova Scotia

Regional Office
Public Affaris
1489 Hollis Street, Suite 304
Halifax, N.S.
B3J 1R9
(902) 426-2038 or 426-2668

Regional Office
Income Security Programs
Mail: P.O. Box 1687, Station M
Halifax, N.S.
B3J 2Z1
(902) 426-2342

Regional Office
New Horizons / Seniors Independence Program
Halifax Insurance Building
Suite 405
5670 Spring Garden Road
Halifax, N.S.
B3J 1H6
(902) 426-2741

Prince Edward Island

Regional Office
New Horizons
Kelly Building, Suite 101
3 Harbourside Drive
Mail: P.O. Box 1238
Charlottetown, P.E.I.
C1A 7M9
(902) 566-7857

Newfoundland

Regional Office
Income Security Programs
Building 310, Pleasantville
Mail: P.O. Box 9430
St John's, Nfld
A1A 2Y5
(709) 772-5501

Regional Office
New Horizons
Cormack Building
2 Steers Cove
P.O. Box 1752, Station C
St John's, Nfld
A1C 5P5
(709) 772-2279

Indian and Northern Affairs Canada

Northwest Territories

Northwest Territories Regional Office
4914 50th Street
Mail: P.O. Box 2760
Yellowknife, N.W.T.
X1A 1R6
(403) 920-8283

Yukon

Yukon Regional Office
Federal Building, Room 305
Mail: P.O. Box 4100
Whitehorse, Yuk.
Y1A 3S9
(403) 668-6474

British Columbia

British Columbia Regional Office
800 Burrard Street, Room 1000
Vancouver, B.C.
V6Z 2J3
(604) 666-5116

Alberta

Alberta Regional Office
Canada Place, Suite 630
9700 Jasper Avenue
Edmonton, Alta
T5J 4G2
(403) 495-2773

Saskatchewan

Saskatchewan Regional Office
South Albert Plaza
4211 Albert Street
Regina, Sask.
S4S 3R6
(306) 780-6421

Manitoba

Manitoba Regional Office
275 Portage Avenue, Room 1100
Winnipeg, Man.
R3B 3A3
(204) 983-2482

Ontario

Head Office
Les Terrasses de la Chaudière
North Tower
10 Wellington Street
Hull, Que.
Mail: Ottawa, Ont.
K1A 0H4
(819) 997-0380

Ontario Regional Office
25 St Clair Avenue East
5th Floor
Toronto, Ontario
M4T 1M2
(416) 973-5544

Quebec

Quebec Regional Office
320 Saint-Joseph Street East
Mail: P.O. Box 3725
Saint-Roch
Quebec, Que.
G1K 7Y2
(418) 648-3270 or 648-4903

Nova Scotia

Atlantic Regional Office
40 Havelock Street
Mail: P.O. Box 160
Amherst N.S.
B4H 3Z3
(902) 667-3818

Justice Canada, Department of

Northwest Territories

Regional Office
Precambrian Building
11th Floor
Mail: P.O. Box 8
Yellowknife, N.W.T.
X1A 2N1
(403) 920-8564

Yukon

Regional Office
Financial Plaza, Main Floor
204 Lambert Street
Whitehorse, Yuk.
Y1A 1Z4
(403) 668-7171

British Columbia

Regional Office
Royal Centre, 28th Floor
Suite 2800
1055 West Georgia Street
Mail: P.O. Box 11118
Vancouver, B.C.
V6E 3P9
(604) 666-2540

Alberta

Regional Office
Edmonton Centre
Royal Trust Tower, Room 928
Edmonton, Alta
T5J 2Z2
(403) 495-2983

Saskatchewan

Regional Office
1901 Victoria Avenue
8th Floor
Regina, Sask.
S4P 0R5
(306) 780-5080

Manitoba

Regional Office
Centennial House, Room 301
310 Broadway Avenue
Winnipeg, Man.
R3C 0S6
(204) 983-2433

Ontario

Regional Office
1 Front Street West, 5th Floor
Toronto, Ont.
M5J 1A5
(416) 973-9242

Quebec

Regional Office
Guy Favreau Complex
East Tower, 9th Floor
200 René Lévesque Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-4934

Nova Scotia

Atlantic Regional Office
Royal Bank Building, 4th Floor
5161 George Street
Halifax, N.S.
B3J 1M7
(902) 426-3260

National Film Board of Canada

British Columbia

Pacific Regional Office
1161 West Georgia Street
Vancouver, B.C.
V6E 3G4
(604) 666-0718 (Film Library)

Manitoba

Prairie Regional Office
245 Main Street
Winnipeg, Man.
R3C 1A7
(204) 983-4131 (Film Library)

Ontario

National Capital Region Office
150 Kent Street, Suite 642
Ottawa, Ont.
K1A 0M8
(613) 996-4861 (Film Library)

Ontario Regional Office
Mackenzie Building
1 Lombard Street
Toronto, Ont.
M5C 1J6
(416) 973-9093 (Film Library)

Quebec

Quebec Regional Office
Guy Favreau Complex
East Tower, Room 102
200 René Lévesque Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-4823

Nova Scotia

Atlantic Regional Office
1572 Barrington Street
Halifax, N.S.
B3J 1Z6
(902) 426-6001 (Film Library)

Official Languages, Office of the Commissioner of

Alberta

Western Office (Alberta, British Columbia, Northwest Territories and Yukon)
Liberty Building, 11th Floor
10506 Jasper Avenue
Edmonton, Alta
T5J 2W9
(403) 420-3111
Collect calls are accepted.

Manitoba

Prairie Office (Saskatchewan and Manitoba)
131 Provencher Boulevard
Room 200
St Boniface
Winnipeg, Man.
R2H 0G2
(204) 983-2111
Collect calls are accepted.

Ontario

102 Bloor Street West
4th Floor
Toronto, Ont.
M5S 1M8
(416) 973-1903

Quebec

Quebec Office
1179 Bleury Street, 4th Floor
Montreal, Que.
H3B 3H9
(514) 283-4996
Collect calls are accepted.

New Brunswick

Atlantic Office (New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland)
Heritage Court, Suite 303
95 Foundry Street
Moncton, N.B.
E1C 5H7
(506) 857-7047
Collect calls are accepted.

Parks Canada

Alberta

Regional Office
220 4th Avenue South East
Room 520
Mail: P.O. Box 2989, Station M
Calgary, Alta
T2P 3H8
(403) 292-4444

Manitoba

Prairie Regional Office
457 Main Street, 4th Floor
Winnipeg, Man.
R3B 3E8
(204) 983-2120

Ontario

Ontario Regional Office
111 Water Street East
Cornwall, Ont.
K6H 5F3
(613) 933-7951

Quebec
Quebec Regional Office
3 Buade Street
Mail: P.O. Box 6060
Haute Ville
Quebec, Que.
G1R 4V7
(418) 648-4177

Nova Scotia

Atlantic Regional Office
Historic Properties
Upper Water Street
Halifax, N.S.
B3J 1S9
(902) 426-3436

Public Service Commission

Northwest Territories

Precambrian Building
4922 52nd Street
P.O. Box 2730
Yellowknife, N.W.T.
X1A 2R1
(403) 873-3525

Yukon

4114 4th Avenue, Room 200
Whitehorse, Yuk.
Y1A 4N7
(403) 668-4487
Northern Carreers Program:
(403) 667-2327

British Columbia

Pacific and Yukon Regional Office
Co-ordinator of Services to Disabled People
Sinclair Centre, 5th Floor
757 West Hastings Street
Vancouver, B.C.
V6C 3G4
(604) 666-3427
(604) 666-6868 (Teletype)

Alberta

Alberta and Northwest Territories
Regional Office
Co-ordinator of Services to Disabled People
Canada Place, Suite 830
9700 Jasper Avenue
Edmonton, Alta
T5J 4G3
(403) 495-3144
(403) 3130 (Teletype)

Saskatchewan

Saskatchewan District Office
Co-ordinator of Services to Disabled People
1867 Hamilton Street
Room 1010
Regina, Sask.
S4P 2C2
(306) 780-6719
(306) 780-6719 (Teletype)

Addresses

Manitoba

Manitoba District Office
Co-ordinator of Services to Disabled People
Revenue Canada Building
Suite 400
391 York Avenue
Winnipeg, Man.
R3C 4G8
(204) 983-2486
(204) 983-6066 (Teletype)

Ontario

National Capital District Office
Co-ordinator of Services to Disabled People
171 Slater Street
Ottawa, Ont.
K1A 0M7
(613) 996-9676
(613) 996-1205 (Teletype)

Ontario Regional Office
Co-ordinator of Services to Disabled People
Dominion Public Building
1 Front Street West, 3rd Floor
Toronto, Ont.
M5G 2R5
(416) 973-3145
(416) 973-2269 (Teletype)

Quebec

Quebec Regional Office
Co-ordinator of Services to Disabled People
Guy Favreau Complex
West Tower, 8th Floor
200 René Lévesque Boulevard West
Montreal, Que.
(514) 283-3386
(514) 283-2467 (Teletype)

1126 St-Louis Road
Sillery, Que.
E1C 1G2
(418) 648-3230
(418) 648-7273 (Teletype)

New Brunswick

New Brunswick District Office
Co-ordinator of Services to Disabled People
Central and Eastern Trust Building,
Suite 603
860 Main Street
Moncton, N.B.
E1C 1G2
(506) 857-6627
(506) 857-6624 (Teletype)

Nova Scotia

Nova Scotia District Office
Co-ordinator of Services to Disabled People
1888 Brunswick Street
Halifax, N.S.
B3J 1M8
(902) 426-8528
(902) 426-6246 (Teletype)

Prince Edward Island

Prince Edward Island District Office
Co-ordinator of Services to Disabled People
Confederation Court Mall
Suite 302
134 Kent Street
Charlottetown, P.E.I.
C1A 8R8
(902) 566-7027
(902) 566-7039 (Teletype)

Newfoundland

Newfoundland District Office
Co-ordinator of Services to Disabled People
Government of Canada Building
354 Water Street, 2nd Floor
St John's, Nfld
A1C 1C4
(709) 772-4315
(709) 772-4317 (Teletype)

Public Works Canada

British Columbia

Pacific Regional Office
1166 Alberni Street
Vancouver, B.C.
V6E 3W5
(604) 666-3073

Alberta

Western Regional Office
10225 100th Avenue
Edmonton, Alta
T5J 1J9
(403) 420-3262

Ontario

Headquarters
Sir Charles Tupper Building
Riverside Drive
Ottawa, Ont.
K1A 0M2
(613) 998-9067

National Capital Regional Office
Place du Portage IV
Hull, Que.
Mail: Ottawa, Ont.
K1A 0M3
(819) 997-3775

Ontario Regional Office
4900 Yonge Street
Willowdale
Toronto, Ont.
M2N 6A6
(416) 224-4159

Quebec

Quebec Regional Office
200 René Lévesque Boulevard West
Montreal, Que.
H1Z 1X4
(514) 283-2340

Nova Scotia

Atlantic Regional Office
1505 Barrington Street
Mail: P.O. Box 2247
Halifax, N.S.
B3J 3C9
(902) 426-3913

Revenue Canada Customs and Excise

British Columbia

Pacific Regional Office
Customs
1001 West Pender Street
Vancouver, B.C.
V6E 2M8
(604) 666-0545

Pacific Regional Office
Excise
469 Nanaimo Street
Mail: P.O. Box 69090
Station K
Vancouver, B.C.
V5K 4X2
(604) 666-4644

Alberta

Alberta Regional Office
Customs
Federal Building, Suite 720
220 4th Avenue South East
Mail: P.O. Box 2910, Station M
Calgary, Alta
T2P 2M7
(403) 292-4660
(8 a.m. to 4 p.m.)

Calgary Regional Office
Excise
Federal Building, Suite 470
220 4th Avenue South East
Mail: P.O. Box 2525, Station M
Calgary, Alta
T2P 3B7
(404) 292-5678

Saskatchewan

Saskatchewan Regional Office
Customs
2045 Broad Street
Regina, Sask.
S4P 3T7
(306) 780-6223

Manitoba

Winnipeg Regional Office
Customs
Federal Building
269 Main Street
Winnipeg, Man.
R3C 1B3
(204) 983-3770 (Downtown)
(204) 983-6004 (Airport)

Winnipeg Regional Office
Excise
Royal Bank Building
13th Floor
220 Portage Avenue
Mail: P.O. Box 1022
Winnipeg, Man.
R3C 2W2
(204) 983-4016

Ontario

Hamilton Regional Office
Customs
400 Grays Road, Suite 108
Stoney Creek
Hamilton, Ont.
L8E 3J6
(416) 572-2891

London Regional Office
Customs
451 Talbot Street
Mail: P.O. Box 5940
Terminal A
London, Ont.
N6A 5C9
(519) 645-4131
(8 a.m. to midnight, 7 days a week)

South West Ontario Regional Office
Excise
Dominion Public Building
3rd Floor
457 Richmond Street
Mail: P.O. Box 5548
Terminal A
London, Ont.
N6A 4R3
(519) 645-4145

Ottawa Regional Office
Customs
360 Coventry Road
Ottawa, Ont.
K1K 2C6
(613) 993-0534 (8 a.m. to 4:30 p.m.)
(613) 998-3326 (evenings and weekends)

Ottawa Regional Office
Excise
360 Coventry Road
Mail: P.O. Box 8257
Ottawa, Ont.
K1G 3H7
(613) 993-0040

Toronto Regional Office
Customs
Manulife Centre, 10th Floor
55 Bloor Street West
Mail: P.O. Box 10, Station A
Toronto, Ont.
M5W 1A3
(416) 973-8022 (8 a.m. to 4:30 p.m.)

Toronto Regional Office
Excise
25 St Clair Avenue East
4th Floor
Mail: P.O. Box 100, Station Q
Toronto, Ont.
M4T 2L7
(416) 966-6561

Windsor Regional Office
Customs
185 Ouelette Street
Windsor, Ont.
N9A 4H8
(519) 254-9202, exts 254, 255

Quebec

Montreal Regional Office
Customs
400 Youville Square
Montreal, Que.
H2Y 2C2
(514) 283-9900

Montreal Regional Office
Excise
400 Youville Square, 7th Floor
Mail: P.O. Box 6092, Station A
Montreal, Que.
H3C 3H3
(514) 283-6200

Quebec Regional Office
Customs
P.O. Box 2207, Station B
G1K 7P3
(418) 648-3089

Quebec Regional Office
Excise
410 Charest Boulevard East
7th Floor
Mail: P.O. Box 2117
Terminal P.O.
Quebec, Que.
G1K 7M9
(418) 648-3881

Nova Scotia

Atlantic Regional Office
Customs
6169 Quinpool Road
Halifax, N.S.
B3J 3G6
(902) 426-2911

Atlantic Regional Office
Excise
6169 Quinpool Road, 2nd Floor
Mail: P.O. Box 1658
Halifax, N.S.
B3J 2Z8
(902) 426-3758

Revenue Canada Taxation

British Columbia

British Columbia Region
District Taxation Office
277 Winnipeg Street
Penticton, B.C.
V2A 1N6
(604) 492-9200
1-800-665-0354 (Superphone)
1-800-642-8259

British Columbia Region
District Taxation Office
1166 West Pender Street
Vancouver, B.C.
V6E 3H8
(604) 689-5411
(604) 666-6236 (Service in French)
1-800-665-0354 (Superphone)
1-800-666-9033
1-800-663-0451 (Yuk. and Northeast B.C.)

British Columbia Region
District Taxation Office
1415 Vancouver Street
Victoria, B.C.
V8V 3W4
(604) 388-0121
1-800-665-0354 (Superphone)
1-800-742-6108

Alberta

Prairie Region
District Taxation Office
Canada Place
9700 Jasper Avenue
Edmonton, Alta
T5J 4C8
(403) 495-2969

Saskatchewan

Prairie Region
District Taxation Office
1955 Smith Street
Regina, Sask.
S4P 2N9
(306) 780-6015
(306) 780-6724 (Service in French)
1-800-665-0354 (Superphone)
1-800-552-8031

Prairie Region
District Taxation Office
201 21st Street East
Saskatoon, Sask.
S7K 0A8
(306) 975-4595
(306) 975-4627 (Service in French)
1-800-665-0354 (Superphone)
1-800-772-8737

Manitoba

Prairie Region
District Taxation Office
391 York Avenue
Winnipeg, Man.
R3C 0P5
(204) 983-6350

Ontario

Ontario Region
District Taxation Office
11 Station Street
Belleville, Ont.
K8N 2S3
(613) 962-8611
1-800-665-0354 (Superphone)
1-800-267-2130

Ontario Region
District Taxation Office
150 Main Street
Hamilton, Ont.
L8N 3E1
(416) 522-8671
1-800-665-0354 (Superphone)
1-800-263-9200 (Area Code 416)
1-800-253-9210 (Area Code 519)

Ontario Region
District Taxation Office
385 Princess Street
Kingston, Ont.
K7L 1C1
(613) 545-8371
1-800-665-0354 (Superphone)
1-800-267-9447

Ontario Region
District Taxation Office
166 Frederick Street
Kitchener, Ont.
N2G 4N1
(519) 579-2230
1-800-665-0354 (Superphone)
1-800-265-2530

Addresses

Ontario Region
District Taxation Office
451 Talbot Street
London, Ont.
N6A 5E5
(519) 645-4211
1-800-665-0354 (Superphone)
1-800-265-4900

Ontario Region
District Taxation Office
360 Lisgar Street
Ottawa, Ont.
K1A 0L9
(613) 598-2275
(613) 598-2298 (Service in French)
1-800-665-0354 (Superphone)
1-800-267-8440 (Area Code 613)
1-800-267-4735 (Area Code 819)

Ontario Region
District Taxation Office
32 Church Street
St Catharines, Ont.
L2R 3B9
(416) 688-4000
1-800-665-0354 (Superphone)
1-800-263-5672
1-800-263-3654 (Service in French)

Ontario Region
District Taxation Office
200 Town Centre Court
Suite 9000
Scarborough, Ont.
M1P 4Y3
(416) 869-1500
(416) 973-3704 (Service in French)
1-800-665-0354 (Superphone)
1-800-387-1700 (Area Code 416)
1-800-387-1710 (Area Code 705)

Ontario Region
District Taxation Office
19 Lisgar Street South
Sudbury, Ont.
P3E 3L5
(705) 671-0581
(705) 671-0582 (Service in French)
1-800-665-0354 (Superphone)
1-800-461-4060
1-800-461-6258 (Service in French)

Ontario Region
District Taxation Office
201 North May Street
Thunder Bay, Ont.
P7C 3P5
(807) 623-3443
1-800-665-0354 (Superphone)
1-800-465-6981

Ontario Region
District Taxation Office
36 Adelaide Street East
Toronto, Ont.
M5C 1J9
(416) 869-1500
(416) 973-3704 (Service in French)
1-800-665-0354 (Superphone)
1-800-387-1700 (Area Code 416)
1-800-387-1710 (Area Codes 519, 704)

Ontario Region
District Taxation Office
185 Ouelette Avenue
Windsor, Ont.
N9A 5S8
(519) 258-8302
1-800-665-0354 (Superphone)
1-800-265-4841
1-800-265-5135 (Essex County
including Windsor – service in French)

Quebec

Quebec Region
District Taxation Office
100 Lafontaine Street
Room 211
Chicoutimi, Que.
G7H 6X2
(418) 545-8026
1-800-665-0354 (Superphone)
1-800-463-4421

Quebec Region
District Taxation Office
3131 St-Martin Boulevard West
Laval, Que.
H7T 2A7
(514) 283-5300
1-800-665-0354 (Superphone)
1-800-361-2808

Quebec Region
District Taxation Office
305 René Lévesque Boulevard West
Montreal, Que.
H2Z 1A6
(514) 283-5300
1-800-665-0354 (Superphone)
1-800-361-2808

Quebec Region
District Taxation Office
165 Pointe aux Lièvres Street South
Mail: P.O. Box 1787, Terminus
Quebec, Que.
G1K 7L3
(418) 648-3180
1-800-665-0354 (Superphone)
1-800-463-4421

Quebec Region
District Taxation Office
411 Sirois Avenue
Rimouski, Que.
G5L 8B2
(418) 722-3111
1-800-665-0354 (Superphone)
1-800-463-4421

Quebec Region
District Taxation Office
11 Terminus Street East
Rouyn, Que.
J9X 3B5
(819) 764-5151 or 764-5171
1-800-665-0354 (Superphone)
1-800-567-6403 (Area Code 819)
1-800-567-6428 (Area Code 418)

Quebec Region
District Taxation Office
5245 Cousineau Boulevard
St-Hubert, Que.
J3Y 7Z7
(514) 283-5300
1-800-665-0354 (Superphone)
1-800-361-2808

Quebec Region
District Taxation Office
50 Couture Street
Sherbrooke, Que.
J1H 5L8
(819) 565-4888
1-800-665-0354 (Superphone)
1-800-567-6184

Quebec Region
District Taxation Office
1055 Des Forges Boulevard
Trois-Rivières, Que.
G8Z 4J8
(819) 373-2723
1-800-665-0354 (Superphone)
1-800-463-4413

New Brunswick

Atlantic Region
District Taxation Office
786 King Avenue
Bathurst, N.B.
E2A 1R5
(506) 548-4407
1-800-665-0354 (Superphone)

Atlantic Region
District Taxation Office
65 Canterbury Street
Saint John, N.B.
E2L 4H9
(506) 648-4600
1-800-665-0354 (Superphone)
1-800-222-9622

Nova Scotia

Atlantic Region
District Taxation Office
1557 Hollis Street
Halifax, N.S.
B3J 2T5
(902) 426-2210
(902) 426-9310 (Service in French)
1-800-665-0354 (Superphone)
1-426-2210 (Mainland)
1-426-9310 Mainland – service in French)

Atlantic Region
District Taxation Office
58 Dorchester Street
Sydney, N.S.
B1P 6K3
(902) 564-7080
(902) 564-7359 (Service in French)
1-800-665-0354 (Superphone)
1-564-7081 (Cape Breton)
1-564-7359 (Cape Breton – service in French)

Prince Edward Island

Atlantic Region
District Taxation Office
90 Richmond Street
Charlottetown, P.E.I.
C1A 8L3
(902) 566-7200
(902) 566-7225 (Service in French)
1-800-665-0354 (Superphone)
1-566-7200 (P.E.I.)
1-566-7225 (P.E.I. – service in French)

Newfoundland

Atlantic Region
District Taxation Office
165 Duckworth Street
St John's, Nfld
A1C 5X6
(709) 772-2610
(709) 772-5472 (Service in French)
1-800-665-0354 (Superphone)
1-800-563-2600 (Nfld and Lab.)
1-800-563-4572 (Service in French)

Secretary of State

Northwest Territories

Regional Office
Scotia Centre, Room 204
1502 Franklin Avenue
Mail: P.O. Box 610
Yellowknife, N.W.T.
X1A 2N2
(403) 920-8270

Yukon

Regional Office
Federal Building, Room 304
4114 4th Avenue
Whitehorse, Yuk.
Y1A 4N7
(403) 668-2721

British Columbia

District Office
1433 St Paul Street, Room 102
Kelowna, B.C.
V1Y 2E4
(604) 861-3317

Regional Office
800 Burrard Street, Suite 1200
Vancouver, B.C.
V6Z 2C7
(604) 666-0176

District Office
816 Government Street
Room 105
Victoria, B.C.
V8W 1W9
(604) 388-0219

Alberta

District Office
220 4th Avenue South East
Room 254
Calgary, Alta
T2P 3C1
(403) 292-5541

Regional Office
Canada Place, Suite 220
9700 Jasper Avenue
Edmonton, Alta
T5J 4C3
(403) 495-3350

Saskatchewan

Regional Office
2101 Scarth Street, Suite 200
Regina, Sask.
S4P 2H9
(306) 780-5540
(306) 780-7289

District Office
Financial Building, Room 505
230 22nd Street West
Saskatoon, Sask.
S7K 0E9
(306) 975-4146
(306) 975-5298

Manitoba

Regional Office
303 Main Street West
Winnipeg, Man.
R3C 3G7
(204) 983-3601
(204) 983-0050 (TDD)

Addresses

Ontario

District Office
150 Main Street West, Room 425
Hamilton, Ont.
L8P 1H8
(416) 572-2355

District Office
451 Talbot Street, Main Floor
London, Ont.
N6A 5C9
(519) 645-4334

District Office
150 Kent Street, Room 900
Ottawa, Ont.
K1A 0M5
(613) 996-5977

District Office
19 Lisgar Street, Room 326
Sudbury, Ont.
P3E 3L4
(705) 671-0621

District Office
Federal Building, Room 234
33 South Court Street
Thunder Bay, Ont.
P7B 2W6
(807) 345-2316

Regional Office
25 St Clair Avenue East
Room 200
Toronto, Ont.
M4T 1M2
(416) 973-7541

Quebec

District Office
Place St-Michel
3885 Harvey Boulevard
Suite 302
Jonquière, Que.
G7X 9B1
(418) 542-7582
(418) 542-7582 (TDD)

Regional Office
Guy Favreau Complex
West Tower, 10th Floor
200 René Lévesque Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-3150
(514) 283-9397 (TDD)

District Office
St-Amable Complex, Suite 110
333 St-Amable Street
Quebec, Que.
G1R 5G2
(418) 648-5610

District Office
151 Du Lac Avenue
2nd Floor, Suite 305
Rouyn, Que.
J9K 4N6
(819) 762-1767

New Brunswick

Regional Office
860 Main Street, Room 504
Moncton, N.B.
E1C 1G2
(506) 857-7066

Nova Scotia

Regional Office
5281 Duke Street
Halifax, N.S.
B3J 3M1
(902) 426-4334

Prince Edward Island

Regional Office
Dominion Building, Room 316
97 Queen Street
Charlottetown, P.E.I.
C1A 4A9
(902) 566-7188

Newfoundland

Regional Office
Atlantic Place, 8th Floor
215 Water Street
Mail: P.O. Box 75
St John's, Nfld
A1C 6C9
(709) 772-5566

Statistics Canada

British Columbia

Regional Office
Reference Centre
757 Hastings Street West
3rd Floor
Vancouver, B.C.
V6C 3C9
(604) 666-3691
1-800-663-1551 (South and Central B.C.)
Zenith 0-8913 (Northern B.C. and Yukon served by NorthwesTel Inc.)

Alberta

Regional Office
Reference Centre
Park Square, 8th Floor
10001 Bellamy Street
Edmonton, Alta
T5J 3B6
(403) 495-3027
(403) 495-3027 (Visual Ear)
(403) 495-2011 (call collect from N.W.T. served by NorthwesTel Inc.)

Saskatchewan

Regional Office
Reference Centre
2002 Victoria Avenue
Suite 900
Regina, Sask.
S4P 0R7
(306) 780-5405
1-800-667-7164

Addresses

Manitoba

Regional Office
Reference Centre
General Post Office, Room 600
266 Graham Avenue
Winnipeg, Man.
R3C 0K4
(204) 983-4020

Ontario

Head Office
Reference Centre
Jean Talon Building
3rd Floor, Section D7
Tunney's Pasture
Ottawa, Ont.
K1A 0T6
(613) 951-8219
(613) 951-8225 (Visual Ear)
1-800-268-1151

Regional Office
Reference Centre
Civic Administration Centtre
225 Holditch Street
Sturgeon Falls, Ont.
P0H 2G0
(705) 753-4888
(705) 753-4888 (Visual Ear)
1-800-268-1151

Regional Office
Reference Centre
Arthur Meighen Building
10th Floor
25 Saint Clair Avenue East
Toronto, Ont.
M4T 1M4
(416) 973-6586
(416) 973-6594 (Visual Ear)
1-800-268-1151

Quebec

Quebec Regional Office
Reference Centre
Guy Favreau Complex
East Tower
200 René Lévesque Boulevard West
Montreal, Que.
H2Z 1X4
(514) 283-5725
(514) 283-2703 (Visual Ear)
1-800-361-2831

Nova Scotia

Atlantic Regional Office
Reference Centre
1770 Market Street
Halifax, N.S.
B3J 3M3
(902) 426-5331
(902) 426-5331 (Visual Ear)
1-800-565-7192 (N.S., N.B. and P.E.I.)

Newfoundland

Newfoundland Regional Office
Reference Centre
Viking Building, 3rd Floor
Crosbie Road
St John's, Nfld
A1B 3P2
(709) 772-4073
Zenith 0-7037

Supply and Services Canada

Alberta

Western Region
Personnel
P.O. Box 2950, Station M
Calgary, Alta
T2P 4C1

Ontario

Head Office
Personnel
Place du Portage, Phase III
11 Laurier Street
Hull, Que.
Mail: Ottawa, Ont.
K1A 0S5

Quebec

Quebec Region
Personnel
1040 Belvedere Avenue
3rd Floor
Mail: P.O. Box 5000
Quebec, Que.
G1S 7S7

Nova Scotia

Atlantic Region
Personnel
Ralston Building, 6th Floor
1557 Hollis Street
Mail: P.O. Box 1659
Halifax, N.S.
B3J 2Z9

Veterans Affairs

British Columbia

Pacific Regional Office
1185 West Georgia Street
Suite 400
Vancouver, B.C.
V6E 4J5
(604) 666-2091
1-800-663-1931 (B.C. residents)
1-800-663-0239 (Yukon residents)

Manitoba

Prairie Regional Office
P.O. Box 6050
Winnipeg, Man.
R3C 4G5
(204) 983-4163
1-800-665-0091 (Prairie residents outside Winnipeg)

Ontario

District Office
SBI Building, 6th Floor
Billings Bridge Plaza
2323 Riverside Drive
Ottawa, Ont.
K1P 0P5
(613) 998-9460

Ontario Regional Office
P.O. Box 3333, Station A
Willowdale
Toronto, Ont.
M2N 5T5
(416) 224-4427
1-800-387-0930 (Area Code 807)
1-800-387-0919 (from Area Codes 416, 519, 613, 705)

Quebec

Quebec Regional Office
4545 Queen Mary Road
Montreal, Que.
H3W 1W4
(514) 340-2035
1-800-361-6867 or
1-800-361-6868 (Quebec residents outside Montreal)

Nova Scotia

Atlantic Regional Office
P.O. Box 1002
Dartmouth, N.S.
B2Y 3Z7
(902) 426-7931
(902) 1-426-7931 (N.S.)
1-800-565-1528 (N.B. and P.E.I.)

Newfoundland

Newfoundland Sub-Regional Office
Paramount Building
34 Harvey Street
Mail: P.O. Box 5068
St John's, Nfld
A1C 5V4
(709) 772-4716

VIA Rail Canada

Manitoba

VIA West
Station Sales and Services
Wawanesa Building
191 Broadway Avenue
Winnipeg, Man.
R3C 3T8

Ontario

VIA Ontario
District Supervisor
Station Sales and Services
350 James Street North
Hamilton, Ont.
L8L 1H5

VIA Ontario
District Supervisor
Station Sales and Services
800 Counter Street
Kingston, Ont.
K7M 7H3

VIA Ontario
Kitchener Office
126 Weber Street West
Kitchener, Ont.
K2H 3Z9

VIA Ontario
District Manager
Station Sales and Services
197 York Street
London, Ont.
N6A 1B3

VIA Ontario
District Supervisor
Station Sales and Services
198 Second Street West
North Bay, Ont.
P1B 3K8

VIA Ontario
District Manager
Station Sales and Services
65 Front Street
Toronto, Ont.
M5J 1E7

VIA Ontario
District Supervisor
Station Sales and Services
298 Walker Road
Windsor, Ont.
N8Y 2M9

Quebec

VIA Quebec
Regional Manager
Station Sales and Services
Place Bonaventure, Floor E
44 Elgin Street
Montreal, Que.
H5A 1H2

New Brunswick

VIA Atlantic
Co-ordinator
Station Sales and Services
777 Main Street
Moncton, N.B.
E1C 1E9

Nova Scotia

VIA Atlantic
Supervisor
Station Sales and Services
1161 Hollis Street
Halifax, N.S.
B3H 2P6

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